



Oxford School of Massage Complaints Policy & Procedure

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our students. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Customer Complaints Policy has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

- Anyone who is receiving tuition from the Oxford School of Massage

How to complain

Many complaints can be resolved informally. In the first instance contact the School Principal – Sarah Toplis, who will ensure all reasonable steps are taken to resolve the matter informally.

If you make contact in person or by phone, please speak to the School Principal – Sarah Toplis. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

A formal complaint will be deemed to have taken place when all of the following conditions have been invoked:

- A breach of the Oxford School of Massage Code of Ethics, Conduct and Practice has occurred
- The person at the centre of the complaint was a member of the Oxford School of Massage at the time of the complaint
- A written and signed complaint has been received by the Principal of the Oxford School of Massage identifying the persons alleged to be involved and giving detail of the alleged misconduct



If you wish to register a formal complaint, please contact us with the details in writing to the school Principal – Sarah Toplis. We have eight weeks to consider your complaint. If we have not resolved it within this time, or contacted you to mutually agree an extension to the timeframe, you may complain to the Legal Ombudsman, you will find contact details at the end of this document.

Complaints Procedure

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to an external advisor to the Oxford School of Massage, who will review your complaint and speak to the individuals cited in your written account.
3. The School Principal – Sarah Toplis, will then invite you to a meeting to discuss and hopefully resolve your complaint through mediation. She will do this within 14 days of sending you the acknowledgement letter.
4. Within five working days of the meeting, the School Principal – Sarah Toplis, will write to you to confirm what took place and any solutions that were agreed with you.
5. If you do not want a meeting or it is not possible, the School Principal – Sarah Toplis, will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another external advisor or someone unconnected with the matter at the Oxford School of Massage to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.



8. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on:

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk.

In writing: Legal Ombudsman,
 PO Box 6806,
 Wolverhampton
 WV1 9WJ