

Complaints & Whistleblowing Policy

Prepared for Oxbridge Scholars Ltd (Company No. 16532209) — England & Wales

Emergency (24/7): +44 07587 335 292

Complaints

Stage 1 informal (centre resolution) → Stage 2 formal written (acknowledge within 2 working days; respond within 14 working days) → Stage 3 appeal to senior manager not previously involved.

Whistleblowing

Staff/contractors can raise public-interest concerns about wrongdoing, risk or cover-up. We protect whistleblowers from detriment; contact routes are briefed in induction.

Recording & learning

We log complaints and concerns, track actions, and share learning with teams and the Board.