



Oxford Numerology University®

COMPLAINT AND GRIEVANCE RESOLUTION POLICY

Oxford Numerology University is committed to ensuring that all complaints and grievances are handled with integrity, fairness, and confidentiality. This policy applies to students, academic staff, administrative personnel, contractors, and clients.

Purpose: To provide a clear and fair framework for resolving complaints or disputes related to academic, administrative, or interpersonal matters within the university structure.

Scope: This policy covers:

- Students enrolled in any programme
- Teaching and non-teaching staff
- Alumni and external collaborators

Resolution Procedure:

1. **Informal Resolution.** Where appropriate, individuals are encouraged to attempt to resolve the issue directly with the person or party concerned. This may include a conversation or email exchange aiming for clarification and mutual understanding.
2. **Formal Complaint.** If the matter is not resolved informally, a written complaint must be submitted to the Academic Office at: office@oxfordnumerology.university. The complaint should include:
 - Name of the complainant
 - Details of the issue
 - Actions already taken to resolve the matter
 - Desired outcome

The Academic Office will acknowledge the complaint within 5 working days and initiate an internal review.



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3. **Internal Mediation Committee.** If the complaint cannot be resolved through internal review, the university will initiate mediation through a dedicated committee. The mediation committee shall include:

- The student's year tutor (professor)
- One professor from a senior year
- One student representative from a higher year
- One graduate of the programme
- The Chief Educational Officer (or appointed delegate)

This committee will examine the facts, interview the parties involved if necessary, and deliver a resolution recommendation within 21 working days.

4. **Appeal to the University Council of Honour.** If the complainant is not satisfied with the outcome of the mediation committee, they may file an appeal to the **Council of Honour** of Oxford Numerology University. The Council will issue a final internal resolution after an independent review.

5. **Final Academic Mediation (External).** If the issue remains unresolved after the Council of Honour decision, the complainant may request that the matter be academically mediated by a neutral academic body at the **University of Oxford**, with whom our institution maintains academic recognition and ethical alignment. Oxford University will be invited to offer a position of mediation based on educational principles.

Confidentiality: All complaints are handled with the highest confidentiality and following GDPR regulations. No reprisals shall occur against any individual lodging a complaint in good faith.

Review: This policy is reviewed annually or upon significant institutional changes.