



Customer complaints procedure

If you are not satisfied with the services provided by the University club, or the way in which we provide them, we ask that you follow the below steps to ensure your complaint is dealt with as quickly as possible.

1. In the first instance we ask that you contact the member of staff who delivered the service with your complaint. The member of staff will work with you to try and resolve the problem immediately or they will refer you to someone who can help.
2. If you are not satisfied with the resolution or the way your complaint has been dealt with we ask that you make a formal complaint in writing or via email to john.weston@admin.ox.ac.uk. We will acknowledge your complaint within two working days. A member of our senior staff will investigate your complaint and respond to you directly, detailing any remedial action. We will confirm with you that you are satisfied with the resolution of your complaint before we close the matter. We aim to respond fully to all formal complaints within ten working days.
3. If you remain dissatisfied with the way the complaint has been dealt with or what has been proposed, you can escalate your complaint to the Director of Estates, University of Oxford who will investigate further. The Director of Estates aims to respond to all complaints within a period of 20 working days.

Contacting us

In writing: Complaints Department, University Club, 11 Mansfield Road, Oxford, OX1 3SZ

Email: reception@club.ox.ac.uk

Phone: 01865 271044

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