



UK

EM Normandie UK Limited

General Complaints Procedure

Location	Oxford Campus, C/o Activate Learning, Jericho Building, Oxford OX1 1SA
Monitoring	The Principal and Office Manager – all members of staff
Overall responsibility	Board of Directors
Author	Birgit Muller, Office Manager
Created	August 2025
Last review date	
Nest review date	August 2026 or as necessary

We want to ensure that our members of staff, adjunct lecturers and other persons engaged via a service contract, visitors and any other third-party, have a positive and enjoyable experience during their time at or interaction with EM Normandie UK Limited (hereafter 'EMN', 'EMN UK', 'the School', 'we', 'us').

However, if you are unhappy or have any problems during your time with us, please feel free to approach the Office Manager, the Principal or any other member of our administration team with any complaints you may have. We are happy to take time to speak to you in private about any problems you may encounter and help to solve them.

We will listen and make every effort to provide an effective answer and positive solution.

Please note that any complaint should be raised as soon as possible after the events. A formal complaint should be raised within 3 months of the event in order to allow us to investigate effectively and take appropriate action as quickly as possible.

Informal complaints

Depending on the nature and severity of the complaint we may respond to informal complaints notified in a personal meeting, a telephone call, an e-mail or a letter as soon as possible but within 14 working days of receiving the complaint.

If your difficulties or concerns cannot be addressed in this way and/or a solution has not been found and/or you feel that the proposed solution does not adequately address your concerns, you may want to consider making a formal complaint. In this case, please put the details of your complaint and the reasons why you feel that the proposed solution is not adequate and/or why you feel that your complaint has not been adequately addressed in writing to : EM Normandie UK Limited, The Principal, Jericho Building, Oxpens Road, Oxford OX1 1SA . You may also send your written complaint via e-mail to bmuller@em-normandie.co.uk.

Please provide us with any supporting documentation at the same time.



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In the event of a formal complaint the following procedure will apply

Formal complaints – stage 1

The substance of the formal complaint will be considered by EM Normandie UK Limited under supervision by the school's Principal and you will be provided with a written response within 14 working days of us receiving the written complaint. If applicable, copies of this correspondence will also be given to the person or persons complained about.

Formal complaints – stage 2

If you remain dissatisfied with the outcome to the investigation, EM Normandie UK Limited will convene a panel in order to hear the complaint formally. This panel will comprise at least three people appointed by the school's Principal. At least one person on the hearing panel will not be involved with the management or running of EM Normandie UK Limited.

You will be invited to attend the panel hearing and, if you wish, you can ask to be accompanied by one other person of your choice (companion).

A companion cannot speak on your behalf: they cannot answer questions unless directly addressed by the panel and they cannot ask questions. Their role is to support and consult with you.

At the opening of the hearing the chairperson will outline the procedure that the panel will follow.

The Chair of the Board of Directors will empower the panel to make findings and recommendations.

Following the panel hearing, you will be notified by electronic mail or otherwise of the outcome within 14 working days and a copy of the findings and recommendations will be sent to the Chair of the Board of Directors, the Academic Board (if appropriate), the Principal and, if applicable, the person or persons complained about.

Formal complaints – Appeals procedure

If you remain dissatisfied with the outcome to the investigation, you can appeal in writing against the findings and recommendations obtained during stage 2 of the complaints procedure within 30 days of receiving notification of the panel's decision. Your appeal has to set out clear arguments to support your claim that the decisions taken are not acceptable. The appeal must present new evidence which could not reasonably have been expected to be submitted previously, or it must be based on fundamental flaws within the decision process (such as conflict of interest). Please address your appeal to:

The Chair of the Board of Directors, EM Normandie UK Limited, Oxpens Road, Oxford OX1 1SA

The Board of Directors will then appoint an appeals panel composed of 3 persons who have not yet been involved in the formal complaints procedure. At least one person on the appeals panel will not be involved with the management or running of EM Normandie UK Limited.



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You will be invited to attend the panel hearing and, if you wish, you can ask to be accompanied by a companion your choice.

At the opening of the hearing the chairperson will outline the procedure that the panel will follow.

The appeals panel will report directly to the Board of Directors who will take the final decision.

A companion cannot speak on your behalf: they cannot answer questions unless directly addressed by the panel and they cannot ask questions. Their role is to support and consult with you.

Following the appeal panel's hearing, you will be notified by electronic mail or otherwise of the outcome within 14 working days and a copy of the findings and recommendations will be sent to the Chair of the Board of Directors, the Academic Board (if appropriate), the Principal and, if applicable, the person or persons complained about.

The decisions reached by the Board of Directors will be final and conclude EM Normandie's internal complaints procedure.



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Annex 1 - control table

Version	v1	Name	Role	Date
Created by :		Birgit Muller	Office Manager	Aug 2025
		Miriam Schmidkonz, Principal		Aug 2025
Changes approved by :				