

International Agent Complaints Procedure

Oxford Brookes works with a number of international agents around the world to support students applying to study with us. If you ever have concerns about the advice, service, or behaviour of an agent, you can make a formal complaint using the process below.

We want every student to have a fair, open, and positive experience when dealing with our international representatives.

Step 1: Complete the agent complaint form

Start by filling in the [agent complaint form](#). Please include your details, the name and contact information of the agent or agency, a clear description of your concern, and any documents or evidence that can help us understand what happened.

Step 2: We review your complaint

Once your form is received, the International Recruitment Team at Oxford Brookes will:

- Confirm they've received your complaint within five (5) working days
- Look through the information and contact you if they need anything clarified
- Investigate the issue with the agent or agency involved
- Aim to send you a formal response within twenty (20) working days.

Step 3: We share the outcome

You'll be informed of the result of the investigation and any action taken. Depending on the situation, this might include:

- Updating or removing the agent's details from your application
- Giving the agent a formal warning
- Asking the agent to complete further training

- Ending Oxford Brookes' partnership with the agent or agency (for serious cases).

Step 4: If you're still not satisfied

If you're unhappy with the outcome, you can ask for your complaint to be reviewed by the Head of Global Recruitment. Their contact details are available on the Oxford Brookes website. Where the Head of Global Recruitment has led the initial investigation, they will escalate the review requirement to a more senior colleague within the Marketing, Recruitment and Engagement Directorate.