

<Creative Academy>

<Complaints & Appeals Procedures>

VERSION HISTORY (KEEP 5 MOST RECENT CHANGES)

Date	Document Version	Document Revision History	Document Author/Reviser
<Insert version completion date>	<Insert version number>	<Briefly describe work completed to create the version>	<Name author or reviser>
17.09.2018	1.0	Initial draft	Christopher Craig
09.10.2018	1.1	Amendments to wording	Jagdev Khatkar

APPROVALS (KEEP 5 MOST RECENT CHANGES)

Date	Document Version	Approver Name and Title	Approver Signature
<Insert approval date>	<Insert version approved>	<Provide name and title of approver>	
18.09.2018	1.0	Jagdev Khatkar	<Insert>
	1.1	George Kirkham	<Insert>

Document Version: <Version 1.2. (10.10.18)>

Creative Academy Complaints and Appeals Procedures

At Creative Academy, we have an aspiration for all students engaging on our courses to have a positive and nurturing experience. We are committed to running a high-quality, fair and enriching syllabus for all students who attend, to provide them with the skills, abilities and industry knowledge required to gain sustainable employment within the creative industry.

There may be occasions where students feel dissatisfied with an aspect of the course and choose to raise a complaint. We encourage any students who may be experiencing such issues to informally discuss the problems with their Personal Tutor (allocated to them at the beginning of academic years.)

However, should a resolution not be agreed, students are entitled to follow the Creative Academy Complaints and Appeals Procedures to further their concerns through the appropriate channels.

Aims of the Complaints and Appeals Procedures

The aims of the Complaints and Appeals Procedures are to enable the learner to enquire, question or appeal against decisions made whilst attending Creative Academy i.e. an assessment decision. It provides a structure for escalating and resolving issues between the learner and the assessor at the earliest opportunity. It also allows for;

- Standardising and recording of any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, Creative Academy will;

- inform the learner at induction, of the Appeals Policy and procedure
- record, track and validate any appeal
- forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted
- keep appeals records for inspection by the awarding body for a minimum of 18 months
- have a staged appeals procedure
- will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement.

Complaints and Appeals Flowchart

- The image below is the flowchart for students to follow if they wish to submit a formal complaint. Please take note of all timeframes stipulated at each stage for submitting complaints as required. If you are unsure to the content of the chart, please speak to your personal tutor to get more information.

Step 1: The complaint will be discussed between the complainant and the individual involved, through mediation with another suitable member of staff. If the issue remains unresolved within 5 working days, the complaint will be escalated to Step 2.

Step 2: The complainant will meet with the Module Leader/Personal Tutor responsible for the individual to discuss the situation and attempt to resolve any issues where possible. If the complainant wishes to progress the complaint further, this must be raised to Step 3 within 5 working days.

Step 3: The complainant will meet with a Senior Lecturer to look at the matter in greater scrutiny and attempt to resolve the issues where possible. If the complaint can not be resolve within 5 working days, the matter will be forwarded to the Creative Academy Manager.

Step 4: The complaint will be reviewed by the Creative Academy Manager and complainant to attempt resolution again. If the complaint is still unresolved, the matter must be reviewed by Slough Borough Council management within 15 working days.

- Step 5: Formal written complaints can be submitted to either of the following addresses;
- Lead for Community & Leisure, St. Martins Place, 51, Bath Road, Slough, Berks, SL1 5UF
 - Corporate Complaints Team, St. Martins Place, 51, Bath Road, Slough, Berks, SL1 5UF

All complaints will be responded to within 15 working days. If the complainant is unsatisfied with the response, they can contact the following organisations (please see the appropriate hyperlinks to each organisation's complaints procedures.)

For Module/Academic Issues: Head of Performing Arts, University of West London, St. Mary's Road, Ealing, W5 5RF
Website Link: <https://www.uwl.ac.uk/about-us/policies-and-regulations>

For ISTD Issues: Head of ISTD Customer Service and QA, Imperial House, 22/26, Paul Street, London, EC2A 4QE
Website Link: <https://www.istd.org/examinations/quality-assurance/>

For Other Complaints: The Local Authority Ombudsman, PO Box 4771, Coventry, CV4 0EH
Website Link: <https://www.lgo.org.uk/make-a-complaint>

For Other Complaints: Office of Independent Adjudicators, 2nd Floor, Abbey Gate, 57-75, King's Road, Reading, RG1 3AB
Website Link: <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>