

## <Creative Academy>

# < Complaints & Appeals Procedures >

### Overview

Complaints and appeals procedures are structured, phased processes (informal, formal, review) designed to address dissatisfactions or challenge decisions, within educational settings. They require submission of evidence within specific, strict timeframes. Successful processes usually involve an investigation, written response, and, if unresolved, escalation to a higher authority.

### Common Procedures Structure

- **Stage 1: Informal/Early Resolution:** Many organizations encourage resolving issues quickly via direct contact, email, or phone before filing a formal complaint.
- **Stage 2: Formal Complaint/Appeal:** A written document must be submitted (often within 10-28 days of the incident) with supporting evidence (emails, logs, documents)
- **Stage 3: Investigation & Outcome:** A, usually, independent officer or team investigates the claim and provides a formal decision letter, typically within 15 working days.
- **Stage 4: Review/Appeal of Decision:** If dissatisfied with the outcome, a request for review can be made to a senior staff member not involved in the initial decision.

### Key Considerations

- **Differences:** Complaints usually address poor service or conduct, while appeals challenge a specific decision (e.g., grades, admission).
- **Evidence:** Maintaining a detailed diary of interactions, saved emails, and relevant documentation is crucial for effectiveness.
- **Support:** Many organizations offer support services (e.g., student union advisors) to help guide individuals through the process.
- **Final Stage:** If internal procedures are exhausted, external bodies (like an Ombudsman or relevant regulatory body) may be contacted.

## **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



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 Principal or Quality Assurance & Business Manager .



Step 4: The complaint will be reviewed by the George Kirkham Creative Academy Principal or Jagdev Khatkar Quality Assurance or Business 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;

- Director of Education, Slough Borough Council 25 Windsor Road, Slough, SL1 2EL
- Corporate Complaints Team, Slough Borough Council 25 Windsor Road, Slough, SL1 2EL

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.)

Complaints can be submitted to the Creative Academy by

Phone 01753 875400

Email [info@creativeacademy.org](mailto:info@creativeacademy.org)

In person by speaking to a member of staff or manager

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>

OR

For Other Complaints: Office of Independent Adjudicators, 2<sup>nd</sup> 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>

Reviewing this statement or policy

This policy or statement will be annually reviewed to ensure it is fit for purpose, up to date and effective. Student representation will be part of the process to ensure that it is fair and clear.

Any changes will be uploaded to the website, ensuring that it is accessible to prospective and current students. For general enquiries and/or complaints regarding this statement, please contact the Creative Academy using the information below:

- By phone - 01753 875400
- By email - [info@creativeacademy.org](mailto:info@creativeacademy.org)
- By post - Creative Academy, 73a Stoke Poges Lane, Slough, Berkshire, SL1 3NY
- By website - using the contact us page on [www.creativeacademy.ac.uk](http://www.creativeacademy.ac.uk)
- For complaints - please see the complaints process on the website