

## <Creative Academy>

# < Audition Appeals & Complaints >

### Overview

Audition appeals and complaints policies allow applicants to challenge admissions decisions or complain about procedural unfairness, typically requiring written submission within a set timeframe (e.g. 10 working days). Grounds often include procedural errors or new evidence, but rarely challenge academic judgment. Processes involve stage-based reviews by staff, aimed at resolution, often within 28 days.

### Key Aspects of Policies

- **Definition of Appeal:** A request to review an outcome, often seeking a reversal of an audition decision
- **Definition of Complaint:** An expression of dissatisfaction regarding the process, staff actions, or policies, which often does not reverse the decision
- **Grounds for Appeal:** Examples include improper application of criteria, new evidence that was previously unavailable, or mitigating circumstances (e.g., medical issues) that affected performance.
- **Process Limitations:** Usually, you cannot appeal simply because you disagree with the panel's artistic or academic judgment.
- **Procedures:** Typically, policies are split into stages (Stage 1 investigation, Stage 2 appeals panel)
- **Third Parties:** Some schools, including Creative Academy do not allow parents or agents to submit appeals on behalf of the applicant.

### Common Procedures

1. **Informal Resolution:** Many institutions encourage discussing concerns on the day of the audition first
2. **Formal Written Complaint:** Must be sent to the Admissions with supporting evidence.
3. **Investigation:** Conducted by staff not involved in the original decision.
4. **Timeline:** Often 28 working days for a response.
5. **Outcome:** May include an apology, a new audition, or confirming the original decision.

At Creative Academy, we have an aspiration for every auditionee to have a positive experience. We are committed to the provision of high-quality, fair and transparent admissions for all (which is discussed with each individual at every audition).

The Creative Academy is dedicated to following the policy on auditions and The University of West London admissions policy.

There may be occasions when an applicant will feel dissatisfied with the conduct of the Creative Academy's admissions process or wish to discuss its outcome.

Please note we do not provide written feedback on applications or auditions.

We encourage applicants who experience a problem with the service to initially raise the matter informally with the Creative Academy Manager or Quality Assurance and Business Manager on 01753 875400 or email [info@creativeacademy.org](mailto:info@creativeacademy.org).

**Please do this within 10 working days.**

Should you then wish to formally appeal the decision made on your application, or to make a formal complaint about any aspect of the admissions process, a formal complaint to –

Slough Borough Council can be made.

You will not be disadvantaged in any way because you have used the Complaints Procedure.

If you are not satisfied, please write your queries to:

Corporate Complaints team,  
Slough Borough Council  
Observatory House  
25 Windsor Road  
Slough  
Berkshire  
SL1 2EL

Email Address: [complaints@slough.gov.uk](mailto:complaints@slough.gov.uk)

We look forward to your application to Creative Academy.

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