



## ***Complaints Procedure for Members of the Public***

### **Introduction**

This policy is intended to provide a framework for the management of complaints by members of the public that are received by the Conservatoire for Dance and Drama.

The Conservatoire welcomes feedback from the wider community about the provision of education, services and facilities offered by the Conservatoire as part of our commitment to enhancing the quality of its provision.

As part of this, it is acknowledged that on occasion legitimate complaints may be raised by individuals in relation to services, facilities and representatives of the Conservatoire.

Complaints that members of the public wish to pursue can relate to the following:

- Student conduct
- Staff conduct
- Attendance at a Conservatoire event held at either the Conservatoire offices or the premises of a Member School of the Conservatoire.

Should the complaint relate to a student of (School), the complaint should relate to their conduct or behaviour, or to work that the student has undertaken as part of their studies, such as a placement or location work. If the complaint is found to be upheld, the Conservatoire may enact the disciplinary procedures under the Conservatoire Non-Academic Misconduct Policy.

Where the complaint relates to a member of staff, a member of the Conservatoire's Senior Management Team will liaise with HR staff and the staff disciplinary procedures may be invoked.

Complaints can be submitted to any department or individual in the Conservatoire. If the complaint cannot be resolved immediately by that department or individual, it should be referred to the senior management of the Conservatoire.

### **Informal Resolution**

A member of the public who has a concern about an aspect of (School) should discuss the problem with the relevant manager in the first instance. The member of the public should make clear that they are making a complaint and they should usually expect a response to an informal complaint within 10 working days.

### **Formal Complaint**

Complaints which are judged to pose a serious risk to (School)'s reputation should be considered under the formal complaint procedure.

Complaints of a serious nature, will be considered in the following way:

- The (managing team or person) will appoint a Senior Manager, Manager or Head of Service to investigate the complaint. The investigating officer on completion of their investigation into the complaint, will write to the member of the public within 10 working days.

Once a formal complaint has been considered under this procedure, the following outcomes are possible:

- The complaint is upheld, the investigating officer will write to the complainant explaining this and any actions taken as a result
- The complaint is not upheld, but the (managing team or person) believes complaint has been investigated fairly in which case the investigating officer will write to the complainant explaining this

Following the receipt of the letter, there is no right of appeal.

### **Scope of Policy**

This procedure does not cover:

- Complaints by current students of the Conservatoire
- Complaints by former students that relate to their time registered at a Conservatoire School which was more than 3 months ago
- Complaints raised by individuals acting on behalf of current students
- Release of data under the General Data Protection Regulation or Freedom of Information Acts
- Information relating to commercial and financial transactions
- Decisions made in relation to admission

Students and former students who wish to make a complaint about an issue that relates to their studies should use the [Conservatoire Student Complaints Policy and Procedures](#) provided the issues did not arise more than 3 months ago. The Conservatoire will not normally consider a complaint where the issues of complaint arose more than 3 months ago.