

Bristol Old Vic Theatre School

A PART OF THE CONSERVATOIRE FOR DANCE & DRAMA

COMPLAINTS POLICY AND PROCEDURES (Effective from November 2019)

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A) Introduction

- 1 The Conservatoire for Dance and Drama and its Schools ('the Conservatoire') are committed to considering and investigating genuine complaints from students. The Conservatoire defines a complaint as being an expression of dissatisfaction by one or more students about an action or lack of action by a Conservatoire Member School, or about the standard of service provided by or on behalf of a Conservatoire Member School, which warrants a response. The Conservatoire and its Schools will seek to learn from the experience of complaints and improve services for all members of the Conservatoire.
- 2 This complaints procedure encompasses the Conservatoire for Dance and Drama's and the University of the West of England's procedures for student complaints. This policy and its procedures have been designed to operate in accordance with the Office of the Independent Adjudicator's Good Practice Framework for Handling Complaints and Academic Appeals.
- 3 In the operation of the processes set out in this Policy the School will remain mindful of its legal obligations, including its duty of care and its obligations under the Equality Act 2010 which include, where appropriate, the duty to make reasonable adjustments.
- 4 The definition of the Conservatoire and its Member Schools to which this policy applies includes the following:
 - Bristol Old Vic Theatre School
 - The Central Conservatoire Office

Students of Bristol Old Vic Theatre School (BOVTS) should therefore use this complaints procedure (the BOVTS Student Complaints Procedure).

- 5 Along with Bristol Old Vic Theatre School, the following Schools are also Member Schools of the Conservatoire:
 - Central School of Ballet
 - London Contemporary Dance School
 - National Centre for Circus Arts
 - Northern School of Contemporary Dance
 - Rambert School of Ballet and Contemporary Dance

Students of one of the other five Member Schools listed above should use the Conservatoire Student Complaints Procedure, which can be found on the Conservatoire's website at the following link: <http://www.cdd.ac.uk/policies/student-related-policies/>

Any enquiries about either this Policy (the Bristol Old Vic Theatre School Complaints Policy and Procedures) or the Conservatoire Student Complaints Procedure should be submitted via email to qualityoffice@cdd.ac.uk.

- 6 In operating any of the processes or procedures under this Policy, Bristol Old Vic Theatre School may as necessary involve members of staff from the central office of the Conservatoire or from other Member Schools to support those processes, and/or for procedural advice and guidance. This may mean that an officer of the Conservatoire from the central office, or from another Conservatoire School, may as necessary fulfil a procedural role where normally the policy indicates this will be a member of School staff.
- 7 The Conservatoire and its Member Schools hold procedural integrity and fairness at the heart of all our policies. In order to avoid any potential conflicts of interest (e.g where procedural independence may be compromised), and/or where specific expertise is required, staff from the central office of the Conservatoire may also as necessary operate procedures on behalf of a Member School, at the request of the School Principal or their nominee. No proceedings under this Policy shall therefore be invalidated by virtue of the involvement of an officer of the Conservatoire.
- 8 This policy applies to and may be used to address matters of complaint arising after the formal confirmation by one of the above-named Conservatoire Schools of acceptance of an offer to study on a programme of higher education, including prior to the point of enrolment. Matters of complaint arising during the application process before a candidate has accepted an offer to study on a programme of higher education with a Conservatoire School should be addressed using the Conservatoire [Admissions Appeals and Complaints Policy](#).

Overview of procedure

- 9 The basis of this procedure is that it is fair, efficient and transparent, with one informal and two formal elements:

Stage One: informal resolution, dealt with at the most local relevant level.

Stage Two: formal resolution, investigation by a senior director / manager of the student's School (or nominee), or an officer of the Conservatoire either from the central office of the Conservatoire or another Conservatoire School, as appropriate.

Stage Three: Request for Review – The [University of the West of England's procedure](#).

- 10 For the avoidance of doubt, in the event of the procedure being updated or amended, the version of this policy that will apply will be determined by the date (usually the academic year) the complaint is logged with the Conservatoire.
- 11 The majority of cases are satisfactorily resolved through informal discussions without the need for a formal complaint to be made and the Conservatoire emphasises the importance of seeking informal and early resolution wherever possible. As Bristol Old Vic Theatre School is validated by the University of the West of England, a complainant may wish to consult the UWE [Students' Union Advice Centre](#) for support and guidance prior to submitting a formal complaint.
- 12 Where it is appropriate to make a complaint, the student should raise the matter themselves: this procedure is not intended to be used by a third party making a complaint on behalf of a student.

Group Complaints

- 13 Where the issues raised in a complaint affects a number of students, those students can submit a complaint as a 'group complaint'. In such circumstances, in order to manage the progression of the

complaint, the relevant School will usually ask the group to nominate one student to act as group representative (the 'Lead Student'). Group complaints should be submitted using the Student Group Complaint Form (Appendix 2). In such cases, Bristol Old Vic Theatre School will normally communicate through the nominated student representative only.

14 The Conservatoire and its Schools will direct all communications in handling the complaint to the Lead Student. However, all Stage Two Complaint outcomes and Stage Three Appeal Outcomes will be copied to all students listed as having made the Stage Two Complaint/Stage Three Appeal. For further information on how to make a formal group complaint, please see below.

15 To make a Stage Two Formal Group Complaint, the Lead Student must:

- i. Ascertain which students wish to make a group complaint in advance of completing the Student Group Complaint Form;
- ii. Complete the Student Group Complaint Form in full, with the exception of Section 2 'Details of other students bringing the complaint';
- iii. Ask the other students identified as wishing to make the formal complaint to complete Section 2 of the Student Complaint Form;
- iv. Submit via email to the Assistant Registrar (Quality) at qualityoffice@cdd.ac.uk a completed Student Group Complaint Form, copying into the email all students who have signed this form;
- v. Submit any supporting evidence (this should be listed in Section 8 of the form) together with the form.

16 Only students who have signed this form should be copied in; copying in other students who have not clearly consented to authorising the Lead Student to act on their behalf may constitute misconduct (see the Conservatoire Non-Academic Misconduct Policy at <http://www.cdd.ac.uk/policies/student-related-policies/>).

17 To make a Stage Three Request for a Review, the Lead Student must follow the [UWE Stage Three Request for Review Process](#).

B) Roles and responsibilities of staff

18 For Stage One Complaints

The following staff roles have responsibilities in this area, and may deal with informal verbal complaints, in the first instance; all informal verbal or written complaints and discussions should be recorded for reference, and the complainant shall be informed of their right to instigate the formal stage of the procedure (Stage Two):

- Course/programme leaders of Bristol Old Vic Theatre School
- Module leaders of Bristol Old Vic Theatre School
- Student Support staff of Bristol Old Vic Theatre School
- Professional Services Staff of both the central office of the Conservatoire and Bristol Old Vic Theatre School
- Other relevant staff of the Conservatoire (e.g. staff involved in managing Conservatoire events)

19 For Stage Two Complaints

The following staff roles have responsibilities in this area:

- **Conservatoire Assistant Registrar to log and acknowledge receipt of Stage Two complaint** in the central office of the Conservatoire and forward to School if submitted in time, **or refer to the Conservatoire Academic Registrar** for Completion of Procedures letter if out of time. In such instances, a copy of the Completion of Procedures letter would be forwarded to the Principal of the complainant's School;
- **Stage Two Investigator (either the School Principal's nominee, or another officer of the Conservatoire as required)** to assess the validity, consider and investigate complaint, checking to see whether any third party needs to be notified that their data is being processed;
- **Stage Two Investigator** to inform, in writing, the outcome of the formal complaint, informing the complainant of the right to escalate to Stage Three of the procedure;
- **Stage Two Investigator** to forward a copy of the written Stage Two outcome letter, plus all complaint documentation, to the **Conservatoire Quality Office**.
- **Conservatoire Quality Office** to produce annual report on student complaints for the Conservatoire Senate.

20 Where the matter(s) of complaint relates to operations of the committees and the administration of the Conservatoire, unless it is deemed out of time the Assistant Registrar will forward the complaint to the Academic Registrar, who shall investigate the Stage Two Complaint (or nominate an officer of the Conservatoire to investigate it).

21 For Stage Three Requests for Review

The following staff roles have responsibilities in this area:

- **Head of Complaints and Appeals at the University of the West of England (UWE)**, upon receipt of a Stage Three submission, will notify the Principal of BOVTS and the CEO of the Conservatoire that a Stage Three complaint has been submitted and will follow the [UWE process for Stage Three complaints](#);
- **Head of Complaints and Appeals at UWE (or nominee)** will keep the Principal of BOVTS and the CEO of the Conservatoire copied into all relevant correspondence and into the Stage Three Outcome letter;
- **Staff at BOVTS and of the central office of the Conservatoire** will respond in a timely manner to any enquiries raised by UWE in the operation of a Stage Three Request for Review;
- Following the conclusion of Stage Three, the **Head of Complaints and Appeals at UWE (or nominee)** will issue a Completion of Procedures letter, liaising with the central office of the Conservatoire and Bristol Old Vic Theatre School as necessary, and issuing a copy of the Completion of Procedures Letter to the Principal of BOVTS and CEO of the Conservatoire.

22 Delegation

The Chief Executive Officer of the Conservatoire (CEO) and Academic Registrar of the Conservatoire may depute to another senior administrative officer of the Conservatoire any or all of the responsibilities ascribed to the CEO/Academic Registrar under these procedures, providing that person will be in a position to act and be seen to act impartially, either generally or in respect of a particular case.

- 23 The Principal of BOVTS may delegate powers under this policy to another senior officer within Bristol Old Vic Theatre School or, if this is not possible, the Conservatoire for Dance and Drama, providing that person will be in a position to act and be seen to act impartially, either generally or in respect of a particular case.

C) Advice and guidance for students

- 24 Students are encouraged to seek guidance both before and during use of this procedure from their School (such as the student support and welfare staff), or from the Quality Team of the central office of the Conservatoire. Contact details for the central office of the Conservatoire staff can be found on the Conservatoire website at <http://www.cdd.ac.uk/about-us/contact-us/>, or you can email qualityoffice@cdd.ac.uk:
- 25 As each Conservatoire School is a small institution, if there is any possibility of a conflict of interest between the person from whom students seek guidance and individuals involved in investigating the complaint, students will be informed accordingly. Where appropriate, Bristol Old Vic Theatre School may provide an external contact for advice and guidance for the student drawn from either the central office of the Conservatoire or another Conservatoire school who will be fully independent from the review process.
- 26 As registered students of the University of the West of England, Students of Bristol Old Vic Theatre School can also access independent support, advice and guidance from the UWE Student Union, contact details of which can be found at the following link: <https://www.thestudentsunion.co.uk/advice-centre/contactus/>

D) Scope of this procedure

- 27 This procedure covers complaints in the following areas, the consequences of which should normally have had an alleged adverse impact on the student wishing to make the complaint (who is referred to as the ‘complainant’):
- i) the provision of academic programmes (how a student’s training is provided);
 - ii) how a student’s training is provided when on placement;
 - iii) inadequate services or facilities at Bristol Old Vic Theatre School (for example student welfare, learning resources or catering provided by the School);
 - iv) decisions, actions or perceived lack of action taken by a member of the Bristol Old Vic Theatre School (this might include in relation to other policies and procedures such as disciplinary);
 - v) staff misconduct;
 - vi) student misconduct (see the Non-Academic Misconduct policy);
 - vii) complaints relating to bullying, discrimination or harassment (please see the Conservatoire Policy on Sexual Misconduct, Harassment and Related Allegations for further guidance about complaints within this area);
 - viii) matter(s) of complaint relating to operations of the committees and administration of the Conservatoire.

- 28 The student complaints procedure does not cover the following areas:
- i) Complaints arising from action taken under the Conservatoire's Non-Academic Misconduct or Support Through Studies policies, which should be directed towards the respective appeals procedure.
 - ii) Complaints arising from matters relating to academic progression and/or assessment, which are covered by the academic appeals procedure (see UWE's Academic Regulations <http://www1.uwe.ac.uk/about/departmentsandservices/professionalservices/academicservices/complaintsandappeals.aspx>).
- 29 The scope of this student complaints procedure extends to former students of Bristol Old Vic Theatre School, provided that any Stage Two complaint is normally made within three months of the date of the incident which gave rise to the complaint.
- 30 The Conservatoire and Bristol Old Vic Theatre School may suspend, hold in abeyance or terminate proceedings in complaint cases that are being investigated by the police or are subject to judicial proceedings.
- 31 The Conservatoire and Bristol Old Vic Theatre School may terminate consideration of a complaint if it considers it to be made without foundation (frivolous) or in bad faith (vexatious). Examples of frivolous or vexatious complaints include:
- i) complaints which are obsessive, harassing, or repetitive;
 - ii) insistence on pursuing non-meritorious¹ complaints and/or unrealistic outcomes;
 - iii) insistence on pursuing what may be meritorious² complaints in an unreasonable manner;
 - iv) complaints which are designed to cause disruption or annoyance;
 - v) demands for redress which lack any serious purpose or value.
- 32 The CEO or nominee may consider possible action under the relevant provision(s) of the Non-Academic Misconduct Policy in the case of a student held, at any stage in the process, to have brought forward an alleged complaint under this procedure without foundation, knowing the alleged complaint to be in bad faith.
- 33 Neither the student nor Bristol Old Vic Theatre School shall normally be represented by a legal practitioner at meetings or hearings held under this policy.
- 34 The Conservatoire and Bristol Old Vic Theatre School will not normally consider anonymous complaints.
- 35 Subject to the above, the Conservatoire and Bristol Old Vic Theatre School undertake that any student seeking to use this procedure will not be treated less favourably in their subsequent academic career, or School life, as a result of action taken to pursue an alleged complaint.

¹ 'Non-meritorious' complaints are complaints made without proof, substantiating support or without a valid basis.

² 'Meritorious' complaints are complaints made with proof, substantiating support and/or with a valid basis.

E) Resolution of complaints

- 36 Where a complaint is upheld in whole or in part, possible outcomes may include:
- an apology;
 - a clear explanation of the events or context that led to the incident in question;
 - a change in procedures to ensure that the circumstances do not recur;
 - referral of the complaint for consideration under another procedure (for example non-academic misconduct procedures); or
 - a combination of these or other outcomes.
- 37 At each stage of the procedure, the complainant will receive the reasons for the outcome of the complaint.
- 38 If at any stage in the investigation of a complaint, the person charged with investigation determines that the complaint should more appropriately be considered under another Conservatoire or Bristol Old Vic Theatre School regulation or procedure, or a regulation or procedure of the validating university, the investigator shall refer the complaint for consideration under that regulation/procedure. The student making the complaint will be informed about the change in approach, and the reason (where this information can be provided without prejudice to the rights of other parties). At this point, any further action under the student complaints procedure shall normally be halted pending the outcome of the investigation under the other procedure.
- 39 The Conservatoire and School may commence or proceed with any action or process under this procedure in the absence of the complainant if the complainant withdraws from the School and/or if the complainant does not engage with any formal Stage of the procedure, once they have entered it. Where there is good cause to do so (eg if the outcome of an academic appeal or any other School process is material to the consideration of the complaint), the case may be placed in abeyance at any stage, subject to the agreement of the Head of Complaints and Appeals at the University of the West of England. Where consideration of a case is placed in abeyance, the complainant will be notified in writing at that time of the decision and the reasons for placing the case in abeyance, including the expected timeframe (if known) of when consideration of the complaint will be resumed, and any according conditions.

F) Data Processing, confidentiality and record keeping

- 40 The Conservatoire's Data Processing Statement sets out the purposes and lawful bases for how the Conservatoire processes data. The statement and accompanying schedules can be found at: <http://www.cdd.ac.uk/policies/student-related-policies/>.
- 41 The Conservatoire and Bristol Old Vic Theatre School will make their best endeavours to limit the disclosure of information as is consistent with conducting a fair investigation and the implementation of any recommendations following investigation into the complaint. However, if a student names another member of the Conservatoire, then the person(s) named will normally have the right to know the complaint made against them in order to be able to reply to the complaint. If a student refuses to name a person who is relevant to their complaint, the

Conservatoire and Bristol Old Vic Theatre School may not be able to consider or investigate the case, or may only be able to consider or investigate it to a limited extent.

- 42 Once a student has made a formal complaint, records will not be held on the student's file, but separately by both the School and the central office of the Conservatoire. In accordance with the Conservatoire's duties under the General Data Protection Regulations (2018) and the Data Protection Act (2018) and in keeping with OIA recommendations, records will be retained for a minimum of 15 months and for no longer than is reasonably necessary (i.e. no longer than 6 years after the final action on the student's case, at which point the individual student file will be destroyed). Some deviation from this schedule can be expected for cases which, in the judgement of the School and/or the central office of the Conservatoire, are unique or complex and therefore require shorter or longer record retention periods.
- 43 As a Member School of the Conservatoire for Dance and Drama, Bristol Old Vic Theatre School will share, as necessary, information with the Conservatoire (including the central office of the Conservatoire and other members of Conservatoire Schools/UWE) regarding a student's complaint which may include personal and sensitive data as part of the fair and proper investigation of the complaint, and to maintain and enhance standards and good practice. As necessary means where it is necessary to share information regarding a student's complaint, in order to investigate and resolve the complaint. All such information will be treated confidentially. In submitting a formal complaint under this procedure, you will be asked to indicate that you consent to your data being shared appropriately. If you have any questions or concerns regarding this procedure you should contact the Quality Team in the central office of the Conservatoire by emailing qualityoffice@cdd.ac.uk (see also Section C of this policy – Advice and guidance for students).

Third party information

- 44 Complainants making a case which includes information about a third party should not forward personal information relating to that third party without the expressed consent of that individual. For example, a student who wishes to submit information in support of their complaint about the impact of the cause for complaint which includes additional impact on a family member should not forward any detailed personal medical/other information about that family member. Rather, the complainant needs to submit evidence/information that supports their claim about the effect the circumstances have had.
- 45 Where a student submits evidence in support of their complaint that constitutes third party personal information, the investigating officer at Stage Two of this Policy will need to notify the third³ party that their data is being processed, in accordance with Article 14 of the GDPR.

Conservatoire staff data

- 46 Information about Conservatoire staff acting in their professional capacity may be disclosed at any stage in the procedures, including to the Office of the Independent Adjudicator (OIA), if it forms part of the information considered under this Student Complaints Procedure. Sometimes, this may include sensitive personal data (e.g. a complaint about the impact of staff absence as a result of illness). All sensitive personal data will be redacted as far as possible during the course of the procedure.

³ <http://www.privacy-regulation.eu/en/article-14-information-to-be-provided-where-personal-data-have-not-been-obtained-from-the-data-subject-GDPR.htm>

G) Timescales

- 47 This procedure outlines timescales within which the Conservatoire and the student aim to work. Only in exceptional circumstances and at the discretion of the CEO or their nominee will complaints from students outside these timescales be accepted. The Conservatoire will endeavour to respond within the timescales that are outlined, but unfortunately this may not always be possible. In some cases an investigation might need to take longer than usual to ensure that all of the issues raised have been appropriately addressed. In addition, there may be circumstances beyond the investigating officer's control, such as staff absence, where it may not be possible to adhere to the timescales it has set for itself and still carry out a proper investigation. Where the prescribed timescales are unable to be met, the reasons for any delay and a revised timescale will be communicated to all parties.
- 48 All timescales referred to within these procedures are comprised of calendar days (e.g. 14 days = 14 calendar days), however these timescales do not include bank holidays and statutory closure days (eg School closure over the Christmas period).
- 49 The complainant should raise the complaint at the earliest opportunity and in any case in respect of Stage Two no later than three months from the complainant being aware of the incident or sequence of events giving rise to the complaint. Only exceptionally and at the discretion of the Conservatoire Academic Registrar or nominee will a complaint raised after this deadline be considered. The longer the time between the cause of complaint and the issue being raised, the more difficult it may be to meaningfully investigate and resolve the complaint. The Stage Two Outcome letter will normally be sent 21 days after receipt of the Stage Two complaint.

STUDENT COMPLAINTS PROCEDURE

Stage One: Informal Resolution

- 50 The Conservatoire is committed to a swift resolution of complaints, and most complaints can be resolved informally. Wherever possible they are usually best resolved directly and should initially be raised as near as possible to the point in time at which the problem occurred, to facilitate a swift resolution and to avoid inadvertent exacerbation of any unresolved issues.
- 51 Initially attempts should be made to talk to a relevant member of staff to try to resolve the problem before taking it further. For example, this might include the following:
- i) A lead tutor or head of department for a complaint relating to your programme/course;
 - ii) A member of registry staff for complaints relating to a student service or financial matter;
 - iii) A member of staff responsible for student support and wellbeing for complaints relating to discrimination, bullying or harassment.
- 52 If the complaint concerns any of the people listed above, then you are advised to speak either to:
- An alternative member of registry staff;
 - your course leader or another course leader.

- 53 The person nominated as the first point of contact will listen to and discuss informally the nature of the complaint. Although the nominated person(s) will not carry out a formal investigation they may make some necessary enquires and can advise on how the matter could be resolved swiftly, and will normally keep informal notes for their own purposes. They may, if they deem it appropriate, provide a written 'outcome record' where agreement is reached or where it may be considered helpful to aid understanding for any party; in line with the informal nature of this stage, this may be articulated via e-mail. In this event, however, such a 'record' would still be deemed an informal complaint resolution by the Conservatoire.
- 54 If the outcome of the discussion is that no resolution can be agreed to the satisfaction of the complainant, they will be made aware of the opportunity to submit a formal complaint. Although not obliged, a complainant would normally be expected to wait for the outcome of the informal stage before making a formal complaint under Stage Two of this procedure. The nominated member of staff may themselves wish to refer the complainant to Stage Two of this procedure should they feel that the matter requires a more thorough investigation or the complaint appears to be particularly complex. If the complainant does not agree to submitting a formal complaint the Conservatoire will deem this to be the end of the matter.

Stage Two: Formal Investigation

- 55 Should a complaint not be dealt with informally to the satisfaction of the complainant they may initiate a formal complaint. For submitting a formal group complaint, please refer to section 'Group Complaints' (paragraphs 10-15) of this policy.
- 56 Stage Two of the complaint procedure involves an investigation by either a senior member of the complainant's School, nominated by the relevant School Principal (in consultation with the central office of the Conservatoire where necessary), or an officer of the Conservatoire (either from the central office of the Conservatoire or another Member School). If the complaint relates to the conduct of the member of staff who would normally be nominated by the School Principal, the School Principal shall nominate an alternative senior member of staff either from the School or from the Conservatoire.
- 57 To initiate a Stage Two complaint, the complainant must submit a completed Student Complaint Form⁴ to the Assistant Registrar (Quality), at qualityoffice@cdd.ac.uk.
- 58 The Assistant Registrar will review the complaint submission to ascertain whether it has been received within the requisite timescale. Complaints that are received within the timescale will be forwarded to the Principal of the complainant's School to nominate a Stage Two Investigator, unless they relate to matters of the operations of the committees and/or administration of the Conservatoire, in which case they will be forwarded to the Conservatoire's Academic Registrar. Complaints that are deemed to be 'late' will be referred to the Academic Registrar to instigate Completion of Procedures. The Stage Two Investigator will normally have 21 days from the date of receipt by the School of the completed Complaint Form to investigate and respond in writing to the complainant.
- 59 If the Stage Two investigator deems it necessary, the investigation may involve interviewing the complainant and other persons directly involved (though this will not necessarily always be the

⁴ All formal (written) complaints should be submitted using a Student Complaint Form

case). The person charged with investigating the complaint may seek opinion and information from any person with an interest in or knowledge of the matter being complained about. The details of the complaints (including personal sensitive information) will only be disclosed as necessary, however, it may be necessary to disclose such information in the course of investigating the complaint.

60 At the conclusion of the investigation the Stage Two Investigator will form a judgment on the merits of the complaint and the complainant will be informed in writing of their findings. The findings will include the judgment regarding the merits of the complaint and, where applicable, proposals for a resolution of the complaint and/or recommendations for further action arising from the complaint. The Stage Two Outcome Letter will also inform the complainant of the right to move to Stage Three of this procedure if they remain dissatisfied with the findings. A copy of the Stage Two Outcome Letter will be forwarded to the Head of Complaints and Appeals at the University of the West of England.

Stage Three: Request for Review

61 Following the conclusion of Stage Two of this procedure, students may request a review of the Stage Two Decision and/or outcome(s) to the University of the West of England. The process for Stage 3 is the University of the West of England's process⁵. On receipt of a Request for a Review, the University of the West of England will notify the CEO of the Conservatoire and Principal of BOVTS, who will be copied into all relevant correspondence and the final outcome letter.

62 A Request for Review of the Stage Two decision and Outcome must be made in writing, and submitted together with a copy of the original complaint and the investigation outcome letter. The Request for Review must normally be made in writing, using the UWE [Stage Three complaints form](#) provided for this purpose through the UWE Bristol website or from the University, and addressed to the Head of Complaints and Appeals at the University of the West of England. The form can be sent via email to: complaints@uwe.ac.uk or posted to the address below:

Complaints and Appeals Team

Academic Services
University of the West of England (UWE Bristol)
Frenchay Campus
Coldharbour Lane
Bristol
BS16 1QY

Where this is not possible, the complainant should [contact the Complaints and Appeals Team](#) at the University of the West of England to discuss alternative methods.

Complaints submitted by letter or e-mail (i.e. not on the Stage Three form) will be accepted provided they include:

- a) Complainant's name, address, student number (if appropriate), telephone number, email address and programme
- b) The nature of the complaint and outcome of the earlier investigation
- c) The reasons for requesting further consideration of the complaint, i.e. supply of new evidence, or explanation of alleged material irregularity in the investigation of the complaint
- d) The outcome being sought

⁵ Following the acquisition by the Conservatoire of Taught Degree Awarding Powers, complaints raised by students of Bristol Old Vic Theatre School will be handled under the [Conservatoire Student Complaints Procedure](#).

- 63 The Request for Review must be submitted to the Head of Complaints and Appeals at the University of the West of England, normally within 14 days from the date of written notification of the Stage Two decision which is to be the subject of the Request for Review (i.e. within 14 days of the date of the Stage Two Outcome letter). The grounds upon which the request is being made must be clearly stated as part of the Request for Review and appropriate documentation supplied at the time the Request for Review is made. Any documentation submitted as part of a request for a review after the deadline may not be considered.
- 64 Any request for an extension to the deadline for submitting a request for a review must be submitted in writing, together with an explanation for the request and reason(s) why the normal 14 day deadline cannot be met, to the Head of Complaints and Appeals at the University of the West of England, within the 14 day deadline. The Head of Complaints and Appeals will consider the request, determine whether an extension might reasonably be granted, and notify the student in writing of the decision. Extensions will only be granted where the Head of Complaints and Appeals (or nominee) determines there are valid reasons for doing so. Requests for an extension made outside the 14-day deadline will not normally be granted. Where an extension is granted, the Principal of Bristol Old Vic Theatre School and the CEO of the Conservatoire for Dance and Drama will be notified immediately.

Completion of Procedures and The Office of the Independent Adjudicator for Higher Education (OIA)

- 17 Once the internal procedures of the University of the West of England have been completed, a Completion of Procedures letter outlining the right of the complainant to pursue the complaint further through the Office of the Independent Adjudicator (in the case of complaints from current and former students) if they are not satisfied with the response will be issued by UWE, with a copy submitted to the CEO of the Conservatoire for Dance and Drama and Principal of BOVTS.
- 18 In the case of other requests for a Completion of Procedures letter in connection with this complaints policy, the Head of Complaints and Appeals (or nominee) at the University of the West of England will liaise with the CEO (or nominee) of the Conservatoire for Dance and Drama to determine the action to be taken.
- 19 Once a Completion of Procedures letter has been issued, the student complainant is entitled to ask the Office of the Independent Adjudicator for Higher Education (OIA) to consider their complaint within 12 months of the date of issue of the Completion of Procedures Letter. Details of how to do this can be found at the following link: <http://oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>.

| | |
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| Approved by: | Conservatoire Senate; UWE Head of Complaints and Appeals |
| Date Approved: | November 2019 |
| Policy effective from: | November 2019 |
| Next review due by: | July 2021 |

Equality Impact Assessment

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|---|---|
| Potential impact on groups with protected characteristics? <i>(positive; neutral; negative)</i> | Positive / Neutral / Negative |
| Does the policy take account of the needs of people with different protected characteristics? | Yes. Flexibility is built in (e.g. deferrals, ability to interview etc). Provision made for reasonable adjustments; cases carefully scrutinised and considered, taking account of the students' specific circumstances. Fully independent appeal stage. |
| Age | Yes |
| Disability | Yes |
| Gender reassignment | Yes |
| Pregnancy and Maternity | Yes |
| Race | Yes |
| Religion or belief (including no belief) | Yes |
| Sex | Yes |
| Sexual orientation | Yes |
| Equality Impact Assessment completed by: | CDD Quality Assurance Manager September 2019 |
| Date policy approved by Conservatoire Senate: | |
| Due for next review: | |

Bristol Old Vic Theatre School

A PART OF THE CONSERVATOIRE FOR DANCE & DRAMA

Student Complaint Form

Please complete this form either electronically or, if handwriting, please complete in block capitals:

| 1. Student Details | |
|----------------------------|--|
| Surname: | |
| First name: | |
| Student No: | |
| Contact address: | |
| Contact e-mail(s) address: | |
| Contact telephone number: | |
| Date of Birth: | |
| Programme of study: | |
| Year of study: | |

2. Important information and guidance – please read before submitting your complaint

You are advised to read through the BOVTS Student Complaints Procedure, which can be found on the BOVTS website at <https://www.oldvic.ac.uk/about-us/policies/> before making a submission, as it contains important information about how your complaint will be handled and respective timeframes. You may contact the Quality Team at the Conservatoire for Dance and Drama if you have any queries about the procedure or for advice on completion of the form, by emailing qualityoffice@cdd.ac.uk.

The Student Complaints procedure has three stages (Stage 1 is the Informal Stage, and you need not submit this form if your complaint is at Stage 1, though you are welcome to use this form to do so if it is helpful). You should clearly indicate on this form which stage you are lodging your complaint.

To make a Stage 2 Complaint, you must submit:

- A completed Student Complaint Form
- Any supporting evidence (this should be listed in Section 8 of the form)

These must be submitted to qualityoffice@cdd.ac.uk no later than three months of the date of the issues of complaint.

Stage 3 Request for Review

If you are dissatisfied with the outcome of your Stage 2 complaint and wish to make a Request for Review at Stage 3, you must follow the University of the West of England Stage 3 Complaint Procedure:

<https://www1.uwe.ac.uk/about/contactus/complaints/submittinagacomplaint/stagethreecomplaints.aspx>

The UWE Stage Three Student Complaint Form can be accessed here:

<http://www2.uwe.ac.uk/services/Marketing/about-us/doc/Complaints-Stage3.doc>

Please complete all the requested information. Please note that incomplete or late submissions at either Stage 2 or Stage 3 will not normally be considered.

If you are lodging a Stage 2 Complaint please complete the relevant boxes below (you may if you wish use this form to submit a complaint at Stage 1, but as Stage 1 is the Informal Stage, it is not necessary to use this form to do so):

| 3. Please indicate the stage of your complaint and proceed to complete Sections 4-8 of this form | (Please tick the relevant box to indicate the stage) |
|---|--|
| <p>I am lodging a Stage 1 Complaint (the Informal Stage) <i>(It is not mandatory to use this form to make a complaint at Stage 1 but you may do so if you wish)</i></p> | |
| <p>I am lodging a Stage 2 Complaint (the Formal Stage)</p> | |

| 4. STAGE 2 COMPLAINT: COMPLAINT SUMMARY |
|--|
| <p>Please summarise in no more than 100 words, the nature of your complaint. You will be asked to provide more detailed information later in this form, but this summary will enable us to understand the most important elements of your complaint from your point of view.</p> |

| 5. CAUSING FACTORS Please specify which factors you believe to be the cause of your complaint: | Please tick all that apply |
|--|----------------------------|
| i) the provision of academic programmes (how your training is provided); | |
| ii) how your training is provided when on placement; | |
| iii) inadequate services or facilities | |
| iv) decisions, actions or perceived lack of action taken by a member of school staff (this might include in relation to other policies and procedures such as disciplinary); | |
| v) staff misconduct; | |
| vi) student misconduct; | |
| vii) complaints relating to discrimination, harassment or bullying (please see further guidance about complaints within this area). | |
| viii) Other (please specify): | |

6. YOUR STAGE 2 COMPLAINT

Please set out the main points of your complaint. It is helpful if, in providing your complaint, you can adhere to the following guidance:

- Be concise and stick to the facts
- Present the facts in a chronological order, as far as possible
- Try and keep emotion out of your reported complaint, but do explain how you feel it has affected you and any resulting impact

7. DESIRED OUTCOME(S)

Please specify your desired outcomes or resolutions to your complaint/appeal

| |
|--|
| |
|--|

List all documentation enclosed with your submission (there is no minimum or maximum limit)

| 8. DOCUMENTATION | |
|-------------------------|--------------------|
| No. | Description |
| 1. | |
| 2. | |
| 3. | |
| 4. | |

| | |
|----------------------------|--|
| Signature: | |
| Date of submission: | |

Bristol Old Vic Theatre School

A PART OF THE CONSERVATOIRE FOR DANCE & DRAMA

Student Group Complaint Form

To be completed by the lead student nominated by the students bringing the complaint to be the spokesperson for the group, and to liaise with the School and Conservatoire on behalf of the group

Please complete this form either electronically or, if handwriting, please complete in block capitals:

| 1 a) Lead Student Details (please ensure that these are the Lead Student's details only) | |
|--|--|
| Surname: | |
| First name: | |
| Student No: | |
| Contact address: | |
| Contact e-mail(s) address: | |
| Contact telephone number: | |
| Date of Birth: | |
| Programme of study: | |
| Year of study: | |

All students wishing to make the group complaint should complete their details below. Students who sign the form are giving their consent that their complaint will be dealt with collectively, via liaison with the lead student, and that they have given their consent to the Lead Student to act on their behalf as the point of liaison for the group complaint.

| 1 b) Details of Other Students Bringing the Stage 2 Complaint / Stage 3 Appeal | | | | | |
|--|------------|---------------------|----------------|------------|-------|
| Student No: | Full name: | Programme of Study: | Year of study: | Signature: | Date: |
| | | | | | |
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| | | | | | |

2. Important information and guidance – please read before submitting your group complaint

All students involved in making a group complaint are advised to read through the BOVTS Student Complaints Procedure, found on the BOVTS website at <https://www.oldvic.ac.uk/about-us/policies/> before making a submission, as it contains important information about how your complaint will be handled and respective timeframes. You may contact the Quality Team at the Conservatoire for Dance and Drama if you have any queries about the procedure or for advice on completion of the form, by emailing qualityoffice@cdd.ac.uk.

The Student Complaints procedure has three stages (Stage One is the Informal Stage, and this form need not be submitted if the complaint is at Stage One, though students are welcome to use this form to do so if it is helpful). The Lead Student should clearly indicate on this form under which stage the group is lodging their complaint.

Whether at Stage Two Complaint, the Lead Student should complete all sections of the form except Section 2 ‘Details of Other Students Bringing the Stage Two Complaint’.

To make a Stage Two Formal Group Complaint, the Lead Student must:

1. Ascertain which students wish to make a group complaint in advance of completing the Student Group Complaint Form;
2. Complete the Student Group Complaint Form in full, with the exception of Section 2 ‘Details of other students bringing the complaint’;
3. Ask the other students identified as wishing to make the formal complaint to complete Section 2 of the completed Student Complaint Form;
4. Submit via email a completed Student Group Complaint Form to the Assistant Registrar (Quality) at the Conservatoire at qualityoffice@cdd.ac.uk, copying into the email all students who have signed this form;
5. Submit any supporting evidence (this should be listed in Section 8 of the form) together with the form.

Only students who have consented to the Lead Student making this complaint on their behalf and have signed this form should be copied in to emails by a Lead Student submitting a Stage Two complaint; copying in other students who have not clearly consented to authorising the Lead Student to act on their behalf may constitute misconduct (see the Conservatoire Non-Academic Misconduct Policy at <http://www.cdd.ac.uk/policies/student-related-policies/>).

Please complete all the requested information. Please note that incomplete or late submissions at Stage Two will not normally be considered.

All correspondence relating to the Stage Two Complaint will be directed to the Lead Student.

Stage 3 Request for Review

If the group of student complainants are dissatisfied with the outcome of their Stage 2 complaint and wish to make a Request for Review at Stage 3, the Lead Student must follow the University of the West of England Stage 3 Complaint Procedure:

<https://www1.uwe.ac.uk/about/contactus/complaints/submittingacomplaint/stagethreecomplaints.aspx>

The UWE Stage Three Student Complaint Form can be accessed here:

<http://www2.uwe.ac.uk/services/Marketing/about-us/doc/Complaints-Stage3.doc>

Please complete all the requested information. Please note that incomplete or late submissions at either Stage 2 or Stage 3 will not normally be considered.

Please indicate whether you are lodging a Stage 1 or Stage 2 Complaint, and the respective grounds, by completing the relevant boxes below (you may if you wish use this form to submit a complaint at Stage 1, but as Stage 1 is the Informal Stage, it is not necessary to use this form to do so):

| 3. Please indicate the stage of your complaint and proceed to complete Sections 4-8 of this form | (Please tick the relevant box to indicate the stage) |
|---|--|
| I am lodging a Stage 1 Complaint (the Informal Stage) (It is not mandatory to use this form to make a complaint at Stage 1 but you may do so if you wish) | |
| I am lodging a Stage 2 Complaint (the Formal Stage) | |

| 4. COMPLAINT SUMMARY |
|---|
| Please summarise in no more than 100 words, the nature of your complaint. You will be asked to provide more detailed information later in this form, but this summary will enable us to understand the most important elements of your complaint from your point of view. |

| 5. CAUSING FACTORS <i>Please specify which factors you believe to be the cause of your complaint:</i> | Please tick all that apply |
|--|----------------------------|
| i) the provision of academic programmes (how your training is provided); | |
| ii) how your training is provided when on placement; | |
| iii) inadequate services or facilities | |
| iv) decisions, actions or perceived lack of action taken by a member of school staff (this might include in relation to other policies and procedures such as disciplinary); | |
| v) staff misconduct; | |
| vi) student misconduct; | |
| vii) complaints relating to discrimination, harassment or bullying (please see further guidance about complaints within this area). | |
| viii) Other (please specify): | |

6. YOUR COMPLAINT

Please set out the main points of your complaint. It is helpful if, in providing your complaint, you can adhere to the following guidance:

- Be concise and stick to the facts
- Present the facts in a chronological order, as far as possible
- Try and keep emotion out of your reported complaint, but do explain how you feel it has affected you and any resulting impact

7. DESIRED OUTCOME(S)

Please specify your desired outcomes or resolutions to your complaint

List all documentation enclosed with your submission (there is no minimum or maximum limit)

| 8. DOCUMENTATION | |
|------------------|-------------|
| No. | Description |
| 1. | |
| 2. | |
| 3. | |
| 4. | |

| | | | |
|---|--|----------------------------|--|
| Declaration by the Lead Student: | <p>I declare that the information given in this form is true and accurate, to the best of my knowledge, and that I have been nominated on behalf of the students listed above who have signed this form to be the Lead Student in relation to this complaint/appeal.</p> <p>I understand that being the Lead Student means I am to act as the spokesperson for the complaint, that all communications regarding the complaint will be directed to me, and that I have a responsibility to keep the group complainants informed of any developments and progress whilst the complaint/appeal is ongoing.</p> <p>I will submit this completed Student Group Complaint form to the Conservatoire Assistant Registrar (Quality) via email to qualityoffice@cdd.ac.uk, and copy in the students listed above in this form.</p> <p>I will only copy into the complaint submission email those students who have completed Section 1b) of this form, as I understand only those students who have expressly consented to me representing them should be copied in.</p> | | |
| Signature of the Lead Student: | | Date of submission: | |