

NEW LONDON PERFORMING ARTS CENTRE COMPLAINTS AND APPEALS PROCEDURE

Contents

- A Introduction
- B General Provisions applicable to both complaints and appeals
- C Complaints Procedure
- D Appeals Procedure

A Introduction

Complaints

Part C of the procedure described below shall be followed in cases where a student or parent/guardian of a student attending classes or courses at The New London Performing Arts Centre wishes to complain about the administration of the Centre's policies and procedures, staff or tuition.

Appeals

Part D of the procedure shall be used in cases where an applicant wishes to appeal against the decision of an admissions administrator or the Head Course Tutor/Head of Department.

Appeals against the decisions of admissions administrators or Head Course Tutor/Head of Department may only be made on the following grounds:

- a) Failure to apply the relevant policy or procedures
- b) Bias or Prejudice.

Challenges to the academic judgment of admissions administrator or Head Course Tutor/Head of Department may not form the basis of an admissible appeal.

Queries

Any queries about this procedure should be directed to the Head Course Tutor/Head of Department

New London Performing Arts Centre, 76 St James Lane, London N10 3RD

B General Provisions

These provisions apply to both Part C and Part D.

Time Limits

The centre will respond to complaints within two weeks of receiving the complaint in writing.

Complaints received more than one month after the event in question shall not normally be investigated. Appeals received more than one month after the date of the letter notifying a student/parent/carer of a decision shall not normally be investigated. Complaints or appeals received beyond the normal time limit shall be referred to the Management team who shall determine whether or not circumstances exist which made it reasonable for the complainant or appellant not to have made a submission within the normal time limit.

Anonymous Complaints

Complaints made anonymously shall not be investigated.

Responsibilities of Complainant

Complaints or appeals shall be made in writing to the Management Team, New London Performing Arts Centre, 76 St James Lane, London N10 3RD. They shall include the complainant's full name and as much detail as possible about the grounds for complaint or appeal, including relevant names and dates. The complaint or appeal shall also include confirmation that the complainant or appellant consents to the matter being investigated with all relevant parties and to any information disclosed in the complaint or appeal being divulged to those relevant parties.

Monitoring

The Management Team shall keep a record of complaints and appeals received and investigated and shall report annually to the Principal.

Confidentiality

All information which a complainant provides to the Management Team, Head Course Tutor/Head of Department, admissions administrator or any other officers dealing with the matter in the course of an investigation shall be treated as confidential, subject to the need to divulge it to relevant parties in the course of the investigation and subject to any requirements of the Data Protection Act.

C Complaints Procedure

1. Initial Investigation

- a) The Management Team shall, wherever possible, attempt to resolve complaints quickly and informally.

- b) The Management Team shall determine whether the complaint discloses sufficient grounds related to NLPAC policies and procedures.
- c) If it is decided that the complaint does not disclose sufficient grounds, the Management Team shall explain the reason(s) for this decision in writing to the complainant.
- d) If it is decided that the complaint does disclose sufficient grounds, the Admissions Officer shall investigate it, consulting all relevant parties.
 - i) Once all the necessary information has been gathered, the Management Team shall judge whether the complaint may be resolved at that point by conveying information gathered, or whether the matter needs to be considered at a higher level.
 - ii) If it is judged that a resolution can be achieved, the Management Team shall put the response in writing to the complainant.
 - iii) If it is judged that the matter needs to be referred for consideration at a higher level, the Management Team shall refer the matter to the Principal/Head of Centre.

As soon as possible after completion of the investigation, which shall be conducted as expeditiously as is reasonably practicable, the nominated administrative officer shall notify the complainant in writing of the outcome and consequential action, if any, to be taken.

D Appeals Procedure

A student, parent/carer may only appeal against a decision of the Principal, Head Course Tutor/Head of Department, Management Team or admissions administrator upon one or more of the following grounds:-

- (a) that there was a material procedural irregularity which rendered the process leading to the initial decision unfair;
- (b) that material which the student/parent/carer could not reasonably have been expected to produce at the time of the initial decision casts substantial doubt upon the appropriateness of that decision;
- (c) that the initial decision was manifestly unreasonable.

The student/parent/carer should apply in writing within 14 days of receiving their decision letter, for their case to be considered.

The outcome of the appeal will be decided.

d) The outcome may include:

- (i) dismissal of the appeal or
- (ii) finding the appeal justified

e) If the outcome is (d ii) above, the Management Team shall determine the

Centre's response.

f) As soon as possible after completion of the investigation, which shall be conducted as expeditiously as is reasonably practicable, the nominated administrative officer shall notify the appellant in writing of the outcome and consequential action, if any, to be taken.

g) If the outcome is (d i) above, there shall be no further opportunities for review within the Centre.