

**Complaints and Appeals Policy**

CENTRE NAME: STUDIO B PEFORMING ARTS CENTRE

***Complaints***

In the first instance the complaint should be made to the **[Approved Tutor]** or most relevant member of staff when considering the nature of the complaint. The complaint should be made in writing, and will be recorded into the Complaints and Appeals Logbook. The complainant or the member of staff dealing with the complaint may request a meeting to discuss the complaint in detail and seek resolution with the relevant person(s). A written response will be issued to the complainant within **[10 working days]** of the complaint, including details of any remedial action to be undertaken if applicable. Notes of any meeting(s) will be recorded in the Complaints and Appeals Logbook and communicated in the final response to the complainant. Please note that anonymous complaints cannot be processed.

***Appeal Stage 1***

If the complainant remains dissatisfied following the response issued during Stage 1, they may appeal against the decision. The appeal should be made in writing to the **[Principal- Kerry Brookes]**, who will investigate the original complaint, reviewing the decisions and responses made during Stage 1 and any further evidence which is presented. Meeting(s) and/or remedial action may be required as per Stage 1. The outcome of the investigation will be recorded in the Complaints and Appeals Logbook, and a written response will be issued to the complainant within **[15 working days]** of the appeal.

***Appeal Stage 2***

If the complainant remains dissatisfied following the response issued at the initial appeal stage, the complainant may further their complaint directly to the ISTD. Please note that Stages 1 and 2 must be completed prior to a complaint being made to the ISTD. The complainant should write to the address or email address below, including full details of the original complaint and each response given by the ADC. The ISTD will determine the most appropriate course of action in light of the evidence presented.

**Customer Services and Quality Assurance Department**  
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