

**L A I N E**  
THEATRE ARTS

APPLICANT COMPLAINTS POLICY  
2023

## APPLICANT COMPLAINTS POLICY

This policy applies to applicants of all courses run by the College; the *Trinity National Diploma in Professional Musical Theatre*, the one-year *Foundation Diploma in Dance and Musical Theatre*, and the *BA (Hons) Top-up Degree*, validated by the University of Portsmouth.

## COMPLAINTS

You have a right to make a complaint if you apply to study with us and have concerns about how your application was processed or your audition was conducted. If you wish to contest the outcome of your application, please refer instead to the Entry Auditions Appeals Policy.

We monitor complaints made about applications as they help us to learn and improve the work we do.

## BEFORE YOU MAKE A COMPLAINT

If possible, you should discuss your concerns informally with the Admissions Officer, [sarahcarroll@laine-theatre-arts.co.uk](mailto:sarahcarroll@laine-theatre-arts.co.uk) before you register a complaint.

## WHAT YOU CAN COMPLAIN ABOUT

You can complain about:

- how your application was handled
- how your audition was conducted

If you haven't been offered a place and you have new evidence that might change the audition panel's decision, you should contact us for feedback on your application before making a complaint and you may be advised to submit an appeal following the College's Applicants Appeal Policy.

You cannot complain about not receiving an offer to study with us if you do not meet entry criteria or relevant health requirements.

## MAKING A COMPLAINT

**We advise you to make an informal complaint in the first instance.**

To make an informal complaint about the process of your **audition**, contact the Admissions Officer at [sarahcarroll@laine-theatre-arts.co.uk](mailto:sarahcarroll@laine-theatre-arts.co.uk).

If you wish to make an informal complaint about the **application or admissions process for the Diploma or Foundation Courses**, please contact the Vice-principal (Dance Studies) at [sarahwilson@laine-theatre-arts.co.uk](mailto:sarahwilson@laine-theatre-arts.co.uk).

If you wish to make an informal complaint about the **application or admissions process for the BA (Hons) Top-up Degree Course**, please contact the Director of Studies, at [beckyelliottmoore@laine-theatre-arts.co.uk](mailto:beckyelliottmoore@laine-theatre-arts.co.uk).

You need to make your informal complaint as soon as possible, and within 20 days of the incident occurring about which you wish to complain.

The Admissions Officer, Vice-principal or Director of Studies will make every effort to resolve your complaint at the informal stage. However, if this is not possible, or the complaint is not resolved to your satisfaction, you should submit a formal written complaint to the Executive Director at [harryhughes@laine-theatre-arts.co.uk](mailto:harryhughes@laine-theatre-arts.co.uk).

#### **Your formal written complaint should include**

- the background to your complaint
- the desired outcome of your complaint

The Executive Director will then instruct a senior member of staff to carry out an investigation of your complaint based on the evidence you provide.

### **INVESTIGATING YOUR COMPLAINT**

In most cases, and where the issues are straightforward, you will receive a response in writing within 10 working days of the receipt of your formal complaint. The College's decision is final. If a more detailed investigation is necessary, this will be completed within 30 working days of the receipt of your formal complaint.

You will be invited to discuss your complaint with the senior member of staff investigating it, either in person or virtually. You will receive a written report of findings once the investigation is complete, which may include recommended actions to resolve your complaint. The decision of the senior member of staff carrying out the investigation is final.

If there are any recommended actions, the Executive Director and Principal will take the necessary steps to implement the actions and remedy the complaint. They will do this within 10 days of receiving the outcome of the investigation report. You will be sent a letter from the Executive Director outlining the decision and in most cases we expect this would conclude the complaint.

### **RIGHT OF APPEAL**

If you are dissatisfied with the outcome of your complaint, you have the right to appeal to the Principal. Your appeal should be submitted within 10 days of receiving the outcome letter of the investigation of your complaint and should be sent to the Principal directly.

The Principal will investigate your complaint and you will be sent a letter notifying you of the decision within 30 days of the receipt of your appeal. The Principal's decision is final, and this will complete the College's internal Applicant's Complaint Procedure.

### **EXPENSES**

Laine Theatre Arts will pay reasonable expenses incurred in making the complaint of up to £50. This could include travel costs to attend an interview. You will need to provide receipts as evidence of the costs.

### **MAKING AN ANONYMOUS COMPLAINT**

We cannot usually accept anonymous complaints because they cannot be investigated or resolved properly without being able to refer to specific details. You will not be disadvantaged for making a genuine complaint.

**Withdrawing your complaint**

You may withdraw your complaint at any time by contacting the Executive Director or Principal. This will close your complaint.

**Policy reviewed November 2023. Date of next review November 2024**