



Complaints Procedure

This Complaints Procedure should be read in conjunction with the Complaints Policy.

Sharpe Academy of Theatre Arts strives to provide the very highest in training and performance standards. Please see below for the correct procedure to follow should you wish to make a complaint for any reason. All written and verbal communications made during the procedure are treated in the strictest of confidence.

This procedure applies to any student, prospective student and applicant of Sharpe Academy.

Definitions:

- You/Your refers to a student, prospective student or applicant of Sharpe Academy.
- We/Us/Our/The Academy refers to Sharpe Academy.

This Complaints Procedure is managed by the Sharpe Academy Senior Management team.

Should you wish to make a complaint please follow the following procedure:

1. Step 1 – Early resolution

- 1.1 In the first instance, you should discuss your complaint with the relevant member of staff directly concerned, where appropriate. If you do not feel comfortable approaching the person most directly concerned, you should speak to a member of the Academy's Senior Management Team.
- 1.2 Timescale. You should initiate Step 1 – Early Resolution within four (4) weeks of the incident that is the cause for complaint.
- 1.4 If you are unable to resolve your concerns through Step 1, or you are unable to conclude Step 1 discussions within twenty (20) working days of raising your concerns, Step 1 should be considered complete, and you submit a formal complaint (Step 2) to escalate your concerns should you wish to do so.

2. Step 2 – Formal stage

- 2.1 If you are unable to resolve your concerns through Step 1, you may make a formal complaint in writing which must be submitted to the Principal, along with supporting evidence, to the following address:

Sharpe Academy, Harrow Arts Centre, 171 Uxbridge Road, Hatch End, HA5 4EA,
or by email to **Daniel@SharpeAcademy.co.uk**.

- 2.2 Timescale: you should initiate Step 2 – Formal stage within 10 working days of the conclusion of Step 1.

- 2.3 Your written complaint should include as much information as possible, in particular, the following:

- full details of the cause for the complaint, including its impact;
- any action you have taken so far and the date(s) of that action;
- the response(s) you have received;
- the reason for your dissatisfaction or disagreement with this/these response(s);
- the remedy you are seeking.

Please be aware that where there is no evidence of Step 1 – Early resolution having been sought, or where there are no compelling reasons as to why early resolution was not possible and/or appropriate, you may be referred back to Step 1 of this procedure.

Where a complaint is under consideration at Step 2, the case will be referred to the most appropriate member of staff, for example, the Principal, for a response. Where possible, this person will be someone who has had no previous involvement in the matter. Where a complaint is made about the Principal, the case will be referred to a different member of the Senior Management team.

- 2.3 Where a complaint involves alleged misconduct of a Sharpe Academy student, it will be referred to the Principal to determine whether any immediate action is required. In some instances it may be necessary to make this referral at Step 1, for example, when the allegation is considered to be serious, but a student does not wish to put their complaint in writing.
- 2.4 Where a complaint involves alleged misconduct of a member of staff, it will be referred to the Principal or a member of the Senior Management team to determine whether any immediate action is required. In some instances it may be necessary to make this referral at Step 1, for example, when the allegation is considered to be serious, but the student does not wish to put their complaint in writing.
- 2.5 Once received by the Principal or a member of the Senior Management team, you will normally be sent an email acknowledging receipt of your complaint within five (5) working days.
- 2.6 Whilst it is anticipated that the investigation will be completed and a formal response issued within forty (40) working days, this period may need to be extended in Academy vacations and/or depending on the nature and complexity of the complaint.

3. Step 3 – Review

- 3.1 If you are dissatisfied with the outcome at Step 2 you may request a review of the procedure undertaken at Step 2, on the following grounds:
 - a material error or irregularity in the conduct of Step 2 of the Complaints Procedure; and/or
 - you have material new evidence that has become available since the commencement of Step 2 that you were unable, for valid reasons, to provide by the original Step 2 complaint deadline.
- 3.2 You should make a written request for a Step 3 Review which must be submitted to the Principal or member of the Senior Management team within ten (10) working days of the completion of Step 2. Your written request should be sent to the following address:

Sharpe Academy, Harrow Arts Centre, 171 Uxbridge Road, Hatch End, HA5 4EA,
or by email to **Daniel@SharpeAcademy.co.uk.**
- 3.3 Once received by the Principal or member of the Senior Management team, you will normally be sent an email within five (5) working days acknowledging receipt of your Step 3 Review request.
- 3.4 Step 3 Review requests will be considered by an appropriate member of staff who has not previously had any involvement in your complaint. If you submitted your request outside of the specified deadline, and have not provided a valid reason for the delay, your Step 3 Review request will be considered out of time, and you will be issued with a Completion of Procedures letter (see section 4).
- 3.5 If you decide you do not have grounds to proceed with a Step 3 Review you can request a Completion of Procedures letter from the Academy within forty (40) working days of the Step 2 outcome notification.

4. Completion of Procedures Letter

- 4.1 The completion of Step 3 marks the conclusion of the Academy's internal processes and you will be issued with a Completion of Procedures letter unless the student can refer the complaint to Falmouth University.
- 4.2 A Completion of Procedures letter will also be issued in the following circumstances:
 - Where your Step 1 or Step 2 complaint was submitted outside of the specified timescales and you were unable to evidence a valid reason for this; or
 - Where your Step 3 Review request was submitted outside of the specified deadline and you were unable to evidence a valid reason for missing the deadline; or
 - Where your complaint has been deemed to be malicious, dishonest and/or vexatious.

In the last two cases the letter will confirm that the Academy's procedures have not been completed.

5. Further Procedures and/or Review

- 5.1 Further procedures are available to the complainant if, after following all of the Academy's internal complaints procedures, the complainant feels the Academy's response is not satisfactory. Please see the Academy's Complaints Policy.
- 5.2 The complainant can refer the complaint to the Academy's Oversight Committee, who are responsible for ensuring and maintaining transparency and integrity within the Academy's Senior Management Team. The Academy Oversight Committee can be contacted by email at: **oversightcommittee@SharpeAcademy.co.uk**