

Complaints and Compliments

While Class Act Drama Centre strives to ensure that it fulfils its role in the community in a positive and responsible manner, there may be occasions when that does not happen, and you need to let us know when it doesn't.

The Centre recognises the rights of students, staff, applicants and members of the public to raise concerns about the services that we provide. We value all feedback, good or bad, and aim to learn from any negative comment to help us improve the service that we offer.

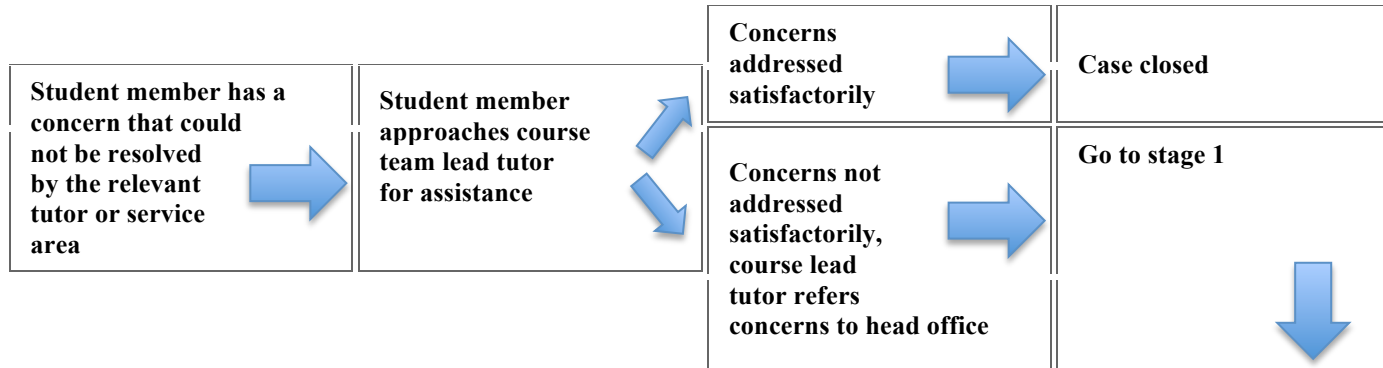
Our commitment to you

Throughout the complaints process we will:

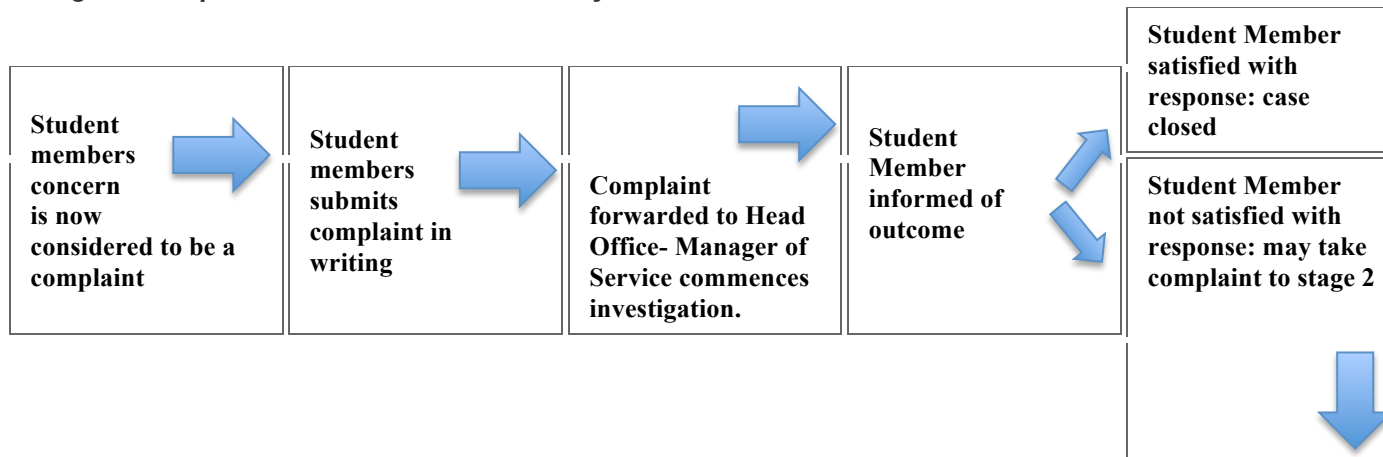
- take all complaints seriously;
- treat you with respect at all times;
- not treat you differently because you have made a complaint;
- take an open and accessible approach;
- be accountable and apologise if we are wrong;
- be fair to all parties involved;
- encourage local resolution in as many cases as possible.

Procedure overview

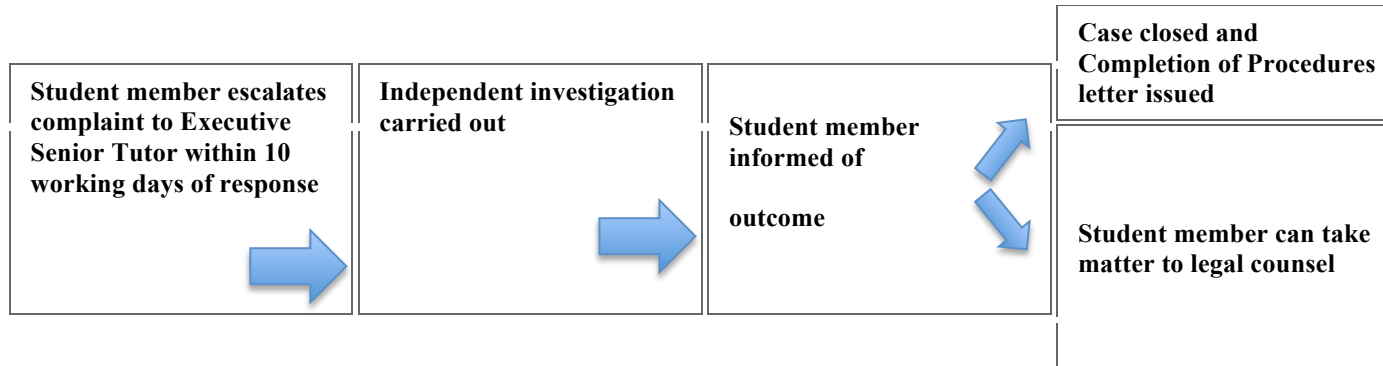
Informal Resolution



Stage 1: Complaint forwarded or sent directly to Head Office



Stage 2: Complaint to Executive Senior Tutor



What is a complaint?

In general terms it is an expression of dissatisfaction about a Centre's action or lack of action or a specific concern about the provision of a programme of study, support service, administrative system or policy operated by or on behalf of the Centre or any specific concern about the activities of Centre students whilst on Centre owned property or Centre staff engaged in Centre business.

Who can make a complaint?

- All current students members.
- All former students members.
- Any person affected by Centre services.
- Third party complaints will be considered. Although we encourage those with a complaint to approach us directly, if we are provided with clear authority that a representative is acting on your behalf, we can accept such a complaint.
- Anonymous complaints will be considered, dependent on the seriousness of the complaint and the likelihood of confirming the allegation from attributable sources.

What can I complain about?

An example of a complaint might be:

- the quality of facilities provided by the Centre;
- concerns about the delivery of a programme of study, teaching or administration;
- misleading or incorrect information;
- the quality and standard of any service that we provide or our failure to provide such a service;
- the behaviour of a member of staff.

When do I complain?

It would be helpful if you could raise your complaint as soon as possible after the problem occurred as it will make it easier for your concerns to be resolved more quickly. Delays often mean it can be difficult to investigate properly.

The Centre will **not normally accept complaints 3 months** after the event in question.

How do I complain?

You can complain in person, by telephone, in writing by letter or by email.

What support is available to me in helping me with my complaint?

We do understand that raising a complaint can be stressful and that the process can sometimes seem difficult. We would strongly encourage student members to contact The Citizen's Advice Bureau at any point in the complaint process so that you feel supported. This might be with:

- helping you find the right words to make your case as clearly as possible;
- explaining how the complaint process works and helping you decide whether this course of action is the best way of resolving your concerns;

We are committed to making our service easy to use for all students. If you require us to make any reasonable adjustments in order to access the complaints process, please let us know what we can do to help.

Stage 1: Complaint to Manager of Service

Although we hope that we are able to resolve complaints informally, we also recognise that student members and any others who are affected by the Centre's service may wish to pursue their complaint through the Centre's formal channel.

Although we will accept complaints that are made in person or by telephone, we encourage you to complete the complaint pro-forma. (see below)

Please provide as much information as you can in letting us know what has gone wrong and how you would like the Centre to put things right. Where possible, you must provide any relevant evidence and this should be sent within 10 working days of submitting your complaint to your Tutor. You are also asked to tell us what steps you have taken so far to resolve the matter.

All formal complaints must be made within 3 months of the alleged incident, matter or concern. Complaints received outside of our advertised deadlines will be deemed out of time and the Centre reserves the right not to progress the complaint any further.

Your complaint will normally be acknowledged within 7 working days and this will inform you who will be investigating your complaint. A comprehensive response will normally be made available to you within 20 working days. If for any reason it is going to take longer, we will let you know as soon as we can and keep you updated on our progress. When you receive the response to your complaint, the Centre will provide you with the relevant documentation and evidence to show how the decision was reached.

Stage 2: Complaint to Executive Senior Tutor

If you feel that the Centre has still not addressed your concerns, you are able to take your complaint to the final stage in the Centre complaints process by making a direct report to the Executive Senior Tutor. You can do this by emailing classactteam@aol.com and this must be within 10 working days of receiving the response to your stage 1 complaint, otherwise your complaint will be deemed out of time.

We will normally acknowledge your complaint within 7 working days and inform you who will be investigating your complaint. The Executive Senior Tutor will either investigate the complaint themselves or ask one of the Senior Management team to investigate on their behalf.

A comprehensive response will normally be made available to you within 20 working days. If for any reason it is going to take longer, we will let you know as soon as we can and keep you updated on our progress.

Once you have received a reply, you have reached the end of the Centre's internal procedures and shortly afterwards, the Student Member Account's Secretary will send you a Completion of Procedures letter. This will enable you (if you are a student member), to take your complaint to Trading Standards, Local Authority, Regulatory Bodies & seek Legal Counsel if you still feel that your complaint has not been resolved satisfactorily. You must do this within 12 months of the date of the completion of procedures letter.

Compliments

Commendations are given to outstanding members of staff on an annual basis. If you would like to let us know about a staff member and how they have provided you with outstanding service please email us at classactteam@aol.com . Staff will be informed of your comments, which may add towards a potential commendation.

COMPLAINTS FORM

The following form can be scanned and emailed to us at classactdrama@aol.com or posted to us at Class Act Drama Centre, Unit 217 Gibb Street, Digbeth, Birmingham, B9 4AA

UK Data Protection Act 1998 & General Data Protection Regulation (GDPR) : By completing this form you consent to Class Act Drama Centre storing and processing the personal data you have provided. We do not pass your details to third parties to use, except where you have given such express permission.

Your details

First name *

Last name *

Student Member ID number (if applicable)

Address line 1

Address line 2

Town

Postcode

Country

Phone number

Email address *

Details of your complaint (please provide a clear summary of the issue(s) and dates of incidents and events as appropriate). * Continue Overleaf if necessary

Please describe what steps you have taken so far to resolve your complaint ? Continue overleaf if necessary.

How would you like the matter to be resolved?

