**Central School of Ballet**

**Student Complaints Procedure**

**Appendix 3: Stage 2 Student Group Complaint Form**

**To be completed by the lead student nominated by the students bringing the complaint to be the spokesperson for the group, and to liaise with the School on behalf of the group**

***Please complete this form in full electronically or, if handwriting, please complete in block capitals:***

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| 1. **Lead Student Details** (please ensure that these are the Lead Student’s details only)
 |
| **Surname:** |  |
| **First name:** |  |
| **Student ID No:** |  |
| **Contact address:** |  |
| **Contact e-mail(s) address:** |  |
| **Contact telephone number:** |  |
| **Date of Birth:** |  |
| **Course of study:** |  |
| **Year of study:** |  |

All students wishing to make the group complaint should complete their details below. Students who sign the form are giving their consent that their complaint will be dealt with collectively, via liaison with the lead student, and that they have given their consent to the Lead Student to act on their behalf as the point of liaison for the group complaint.

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| 1. **Details of Other Students Bringing the Complaint** (add extra rows as necessary)
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| **Student ID No:** | **Full name:** | **Course of Study:** | **Year of study:** | **Signature:** | **Date:** |
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| 1. **Important information and guidance – please read before submitting your group complaint**
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| Before completing this form* All students involved in making a group complaint are advised to read through the Guide to the Student Complaints Procedure, as well as the Student Complaint Procedure itself.
* Both of these documents can be found on the School website at

[https://www.centralschoolofballet.co.uk/training/**policies-and-procedures**/](https://www.centralschoolofballet.co.uk/training/policies-and-procedures/)* They contain important information about how your complaint will be handled and respective timeframes.
* You may contact the Director of Higher Education if you have any queries about the procedure, by emailing Jamieson.Dryburgh@csbschool.co.uk.

The three-stage process* The Student Complaints procedure has three stages. Complainants should normally first raise complaints under Stage 1, the **Informal Stage**.
* Stage 2 is the **Formal Stage** of the procedure.
* You need not submit this form if your complaint is at Stage 1, though you are welcome to use this form to do so if it is helpful.
* If you submit this form without having first raised your complaint under Stage 1, the School may refer your complaint back to Stage 1 to be dealt with in the first instance. Similarly, the School may refer your complaint into other procedures if applicable.

The Lead Student should clearly indicate on this form whether they are lodging the group complaint under Stage 1 of the procedure or Stage 2.Whether the complaint is at Stage 1 or Stage 2, the Lead Student should complete all sections of the form except Section 2 ‘Details of Other Students Bringing the Stage Two Complaint / Stage Three Appeal’. **To make a Stage 2 Formal Group Complaint, the Lead Student must:**1. Ascertain which students wish to make a group complaint in advance of completing the Student Group Complaint Form;
2. Complete the Student Group Complaint Form in full, with the exception of Section 2 ‘Details of other students bringing the complaint’. The form should be completed before the other students sign it so that the Lead student is clear the other students are happy with the content of the submission;
3. Ask the other students identified as wishing to make the formal complaint to complete Section 2 of the completed Stage 2 Student Complaint Form;
4. Submit the completed Stage 2 Student Complaint Form to the Academic Registrar & Head of Compliance via email to **qualityteam@csbschool.co.uk**, copying into the email all students who have signed this form;
5. Submit any supporting evidence (this should be listed in Section 9 of the form) together with the form.
6. Be prepared to represent the students listed in Section 2 in any interviews held by the School under Stage 1 or Stage 2 of the Student Complaints Procedure.

**Only students who have signed this form should be copied in to emails submitting a Stage 1 or Stage 2 complaint;** copying in other students who have not clearly consented to authorising the Lead Student to act on their behalf may constitute misconduct (see the [Non-Academic Misconduct Policy](https://www.rambertschool.org.uk/courses/policies-and-procedures/)). * **Please complete all the requested information. Please note that incomplete or late submissions will not normally be considered.**
* **All correspondence from the School relating to the Stage 1 or Stage 2 Complaint will be directed to the Lead Student, however all students listed will receive a copy of the Stage 2 Complaint Outcome Letter.**
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***Please indicate whether you are lodging your complaint under Stage 1 or Stage 2 of the Student Complaints Procedure, by completing the relevant boxes below*** *(you may if you wish use this form to submit a complaint at Stage 1, but as Stage 1 is the Informal Stage it is not necessary to use this form to do so)****:***

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| 1. **INDICATE THE STAGE OF THE COMPLAINT**

**(*Please tick the relevant box to indicate the stage*)** |
| **As the Lead Student, I am lodging a Stage 1 Complaint** *(It is optional, but you can use this form to make a complaint at Stage 1 should you wish)* |  |
| **As the Lead Student, I am lodging a Stage 2 Complaint** |  |

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| 1. **STAGE 2 COMPLAINT: COMPLAINT SUMMARY**
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| *Please summarise, in no more than 100 words, the nature of the complaint. You will be asked to provide more detailed information later in this form, but this summary will enable us to understand the most important elements of your complaint from your point of view. It can also help us understand the most appropriate procedure to use regarding the complaint.* |

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| 1. **CAUSING FACTORS**

*Please specify which factors you believe to be the cause of your complaint:* | ***Please tick all that apply*** |
| 1. the provision of academic programmes (how students’ training is provided);
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| 1. how students’ training is provided when on placement;
 |  |
| 1. inadequate services or facilities at the School (for example student welfare, learning resources or catering provided by the School);
 |  |
| 1. decisions, actions or perceived lack of action taken by a member of School staff (this might include in relation to other policies and procedures such as disciplinary);
 |  |
| 1. staff misconduct;
 |  |
| 1. student misconduct (please see also the [Non-Academic Misconduct policy](https://www.rambertschool.org.uk/courses/policies-and-procedures/))
 |  |
| 1. complaints relating to discrimination, harassment or bullying (please see the [[Policy on Sexual Misconduct, Harassment and Related Behaviours](https://www.rambertschool.org.uk/courses/policies-and-procedures/)](https://www.rambertschool.org.uk/courses/policies-and-procedures/) for further guidance about complaints within this area);
 |  |
| 1. Matter(s) of complaint relating to operations of the committees and/or the administration of the School
 |  |
| 1. Other (please specify):
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| 1. **YOUR STAGE 2 COMPLAINT**
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| *Please set out the main points of the group complaint. It is helpful if, in providing this information, you can:** *Be concise and stick to the facts*
* *Present the facts in a chronological order, as far as possible*
* *Try and keep emotion out of the reported complaint, but do explain how you feel it has affected the group of students making the complaint, and any resulting impact*
* *Explain any resolutions you have already tried to reach with the School and what happened*
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| 1. **DESIRED OUTCOME(S)**

*Please specify the group’s desired outcomes or resolutions to the complaint.* |
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***List all documentation enclosed with your submission*** *(there is no minimum or maximum limit)*

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| 1. ***DOCUMENTATION***
 |
| **No.** | **Description** |
| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |

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| **Declaration by the Lead Student:** | * I declare that the information given in this form is true, and that I have been nominated on behalf of the students listed above to be the Lead Student in relation to this complaint/appeal.
* I understand that being the Lead Student means I am to act as the spokesperson for the Stage 2 complaint, that all communications regarding the Stage 2 complaint will be directed to me, and that I have a responsibility to keep the group complainants informed of any developments and progress whilst the complaint is ongoing.
* I will submit this completed Stage 2 Student Group Complaint Form to the Director of Higher Education via email to Jamieson.Dryburgh@csbschool.co.uk, and copy in the students listed in Section 2 of this form.
* I will only copy into the complaint submission email those students who have completed Section 2 of this form, as I understand only those students who have expressly consented to me representing them should be copied in.
* I understand that copying in other students who have not consented to me representing them may constitute misconduct and may result in referral into the [Non-Academic Misconduct Policy](https://www.rambertschool.org.uk/courses/policies-and-procedures/).
 |
| **Signature of the Lead Student:** |  | **Date of submission:** |  |