**Central School of Ballet**

**Student Complaints Procedure**

**Appendix 4: Student Complaint Review Request Form**

***Please complete this form in full electronically and submit it via email to the Quality Team at*** ***qualityteam@csbschool.co.uk***

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| 1. **STUDENT DETAILS**
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| **Surname:** |  |
| **First name:** |  |
| **Student No:** |  |
| **Contact address:** |  |
| **Contact e-mail(s) address:** |  |
| **Contact telephone number:** |  |
| **Date of Birth:** |  |
| **Course of study:** |  |
| **Year of study:** |  |
| 1. **Important information and guidance – please read before submitting your group request for a review of the Stage 2 Group Complaint Outcome**
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| Before completing this form* You 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.

**To make a Stage 3 submission, the following should be submitted within 14 days of the date of the Stage 2 Complaint Outcome Letter, to the Director of Higher Education via email to** **Jamieson.Dryburgh@csbschool.co.uk**:* + the fully completed Stage 3 Student Complaint Review Request Form, ensuring the grounds upon which the Stage 3 Request is being made are clearly indicated and addressed;
	+ the original Stage 2 Student Complaint Form that was submitted, together with any supporting evidence which was submitted for consideration with the Stage 2 submission (which should be listed in Section 7 of the Stage 3 Complaint Review Request Form);
	+ the Stage 2 Complaint Outcome letter;
	+ Any other new evidence which you wish to have considered as part of the Stage 3 Student Group Complaint Review Request. This should be listed in Section 7 of the Stage 3 Complaint Review Request Form.

**Please complete all the requested information. Any incomplete or late submissions will not normally be considered.** |

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| 1. **SUMMARY OF STAGE 2 COMPLAINT & OUTCOME**

*Please complete the relevant information in the boxes below:* |
| **Summary of Stage 2 Complaint***Please summarise, in no more than 100 words, the nature of your Stage 2 complaint.* |
| **Date of Stage 2 complaint Outcome Letter:** |  |
| **Stage 2 Outcome (Upheld / Partly Upheld / Not upheld):** |  |

***Please indicate the respective grounds upon which you are making this Stage 3 Student Complaint Review Request, by completing the relevant boxes below:***

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| 1. **Grounds upon which you are making the request for a review of the Stage 2 Complaint Outcome**

*(Tick all relevant grounds that apply to your request)* |
| 1. **that there is new evidence that could not have been, or for good reason was not, made available at the time of the investigation of the Stage 2 complaint, and that there is sufficient evidence that the complaint warrants further consideration;**
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| 1. **that evidence can be produced of significant procedural error in the investigation of the Stage 2 complaint, including allegations of prejudice or bias, and that there is sufficient evidence that the complaint warrants further consideration.**
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| 1. **Request for a review**

*Please explain why you believe your request meets one or both of the above grounds for a review of the Stage 2 Student Group Complaint Outcome.*  |
| *Use this section of the form to make your request to the Stage 3 Reviewer. If you are making your request on both grounds, address each ground in turn to explain how your request meets that ground and why therefore the Stage 3 Reviewer should review the Stage 2 Complaint Outcome.* |

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| 1. ***DESIRED OUTCOME(S)***

*Please specify your desired outcomes or resolutions to your complaint, and explain why the Stage 2 Complaint Outcome is not satisfactory* |
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***List all documentation enclosed with your submission***

*(There is no minimum or maximum limit; add any additional rows that you need)*

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

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| 1. **Declaration**
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| * I have read and understood the [Student Complaints Procedure](https://www.rambertschool.org.uk/courses/policies-and-procedures/)
* I confirm that all of the information I have provided in this form, and have submitted with this form in support of my appeal, is complete, accurate and true.
* I understand that submitting false statements or representations in support of my complaint constitutes a misconduct offence under the [Non-Academic Misconduct policy](https://www.rambertschool.org.uk/courses/policies-and-procedures/), and may result in the immediate termination of my complaint and possible referral into the Non-Academic Misconduct Procedures.
* I agree that my complaint may be disclosed to relevant members of the School, including possible External Officers or School Governors acting on behalf of the School in the conduct of these procedures, to the extent necessary for its consideration.
* I authorise the Stage 3 Reviewer, and any other relevant bodies regarding the School’s management of this complaint, to review my Stage 3 Complaint Review Request submission, any accompanying evidence whether submitted by me or gathered by the School in the course of the Student Complaint Procedures, and any relevant information held by the School.
* I give permission for the School to seek verification of the authenticity of any statements or evidence provided with this complaint.
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| Student Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |