**Central School of Ballet**

**Student Complaints Procedure**

**Appendix 5: Student Group Complaint Review Request Form**

**To be completed by the lead student nominated by the students bringing the request for a review of the Stage 2 Group Complaint Outcome to be the spokesperson for the group, and to liaise with the School on behalf of the group.**

***Please complete this form either 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 a request for a Stage 3 Review of the Stage 2 Group Complaint Outcome 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 Stage 3 Group Complaint Review Request**
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| **Student No:** | **Full name:** | **Programme of Study:** | **Year of study:** | **Signature:** | **Date:** |
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| 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* 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

As with a Stage 2 Complaint, to make a Stage 3 Group Complaint Review Request the Lead Student should complete all sections of the form except Section 2 ‘Details of Other Students Bringing the Stage 3 Group Complaint Review Request’. **To make a Stage Three Group Complaint Review Request, the Lead Student must:**1. Ascertain which students that were part of the group submitting the Stage 2 Group Complaint wish to make a Stage Three Student Group Complaint Review Request. A Stage 3 request can be made even if not all students who submitted the Stage 2 Group Complaint wish to progress the complaint to Stage 3 of the procedure;
2. Complete the Stage 3 Student Group Complaint Review Request Form, again with the exception of Section 2 ‘Details of other students bringing the complaint’ which should be completed by the relevant students;
3. Ask the other students identified as wishing to progress the complaint to Stage 3 to complete Section 2 of the Stage 3 Student Group Complaint Review Request Form;
4. Send the Stage 3 submission 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.

**To make a Stage 3 submission, the following should be submitted by the Lead Student**:* + the fully completed Stage 3 Student Group Complaint Review Request Form,
	+ the original Stage 2 Student Group Complaint Form that was submitted by the Lead Student, together with any supporting evidence which was submitted for consideration with the Stage 2 submission;
	+ the Stage 2 Complaint Outcome letter;
	+ Any other new evidence which the group wished to have considered as part of the Stage 3 Student Group Complaint Review Request.

**Only students who have signed this form should be copied in to emails making or relating to a Stage 3 submission;** 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/)).* **The Lead student must complete all the requested information. Please note that incomplete or late submissions at Stage 3 of the Student Complaints Procedure will not normally be considered.**
* **All correspondence relating to the Stage 3 Student Group Complaint Review Request will be directed to the Lead Student.**
* **However, all students listed on the Stage 3 Student Group Complaint Review Request Form will receive the Stage 3 Complaint Review Outcome letter from the Stage 3 Reviewer and, if applicable, the Complaint Review Panel Outcome Letter.**
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| 1. **SUMMARY OF STAGE 2 COMPLAINT OUTCOME**

*Please complete the relevant information in the boxes below:* |
| **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 Group 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 Group 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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| **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 3 complaint, that all communications regarding the Stage 3 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 3 Student Group Complaint Review Request 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 Stage 3 Complaint Review Request 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 action being taken under the [Non-Academic Misconduct Policy](https://www.rambertschool.org.uk/courses/policies-and-procedures/).
 |
| **Signature of the Lead Student:** |  | **Date of submission:** |  |