**Central School of Ballet**

**Student Complaints Procedure**

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

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

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| 1. **STUDENT DETAILS**
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| **Surname:** |  |
| **First name:** |  |
| **Student ID No:** |  |
| **Contact address:** |  |
| **Contact e-mail address(es):** |  |
| **Contact telephone number:** |  |
| **Date of Birth:** |  |
| **Course of study:** |  |
| **Year of study:** |  |
| 1. **IMPORTANT INFORMATION AND GUIDANCE – please read before submitting your complaint**
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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.

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.

You should clearly indicate on this form whether you are lodging your complaint under Stage 1 of the procedure or Stage 2.**To make a Stage 2 Complaint, you must submit via email to** **qualityteam@csbschool.co.uk****:*** A fully completed Student Complaint Form
* Any supporting evidence (this should be listed in Section 8 of the form)

**A Stage 2 Complaint should normally be submitted within 3 months of the date of the issue(s) of complaint arising.****Please complete all the requested information. Please note that incomplete or late submissions will not normally be considered.** |

***Please indicate whether you are lodging your complaint under Stage 1 (Informal Complaint) or Stage 2 (Formal Complaint) 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 YOUR COMPLAINT**

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

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| 1. **STAGE 2 COMPLAINT: COMPLAINT (BRIEF SUMMARY)**
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| *Please summarise, in no more than 100 words, the nature of your 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 your 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. 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);
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| 1. Matter(s) of complaint relating to operations of the committees and/or the administration of the School
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| 1. Other (please specify):
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| 1. **YOUR STAGE 2 COMPLAINT (IN FULL)**
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| *Please set out the main points of the 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 your reported complaint, but do explain how you feel it has affected you 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 your desired outcomes or resolutions to your complaint.*  |
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| 1. **DOCUMENTATION (if appropriate)**

***List all documentation enclosed with your submission provided as your full complaint submission****(There is no minimum or maximum limit – please add any rows you need to)* |
| **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, 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 2 Complaint Investigator, and any other relevant bodies regarding the School’s management of this complaint, to investigate and consider the information provided in this form, any accompanying evidence whether submitted by me or gathered by the School in the course of investigation, 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |