



Identity School of Acting Students Complaints Policy and Procedures

Identity School of Acting is committed to receiving and investigating all legitimate complaints raised by its students currently attending the school. IDSA will also accept legitimate complaints from former students if raised within 28 days of leaving the school.

Legitimate complaints include dissatisfaction with actions or lack of actions by IDSA and/or the standard of service provided by or on behalf of the school which warrants a response.

IDSA will dismiss complaints that are made without foundation or fall into the following areas:

1. Complaints which are obsessive, harassing or repetitive;
2. Insistence on pursuing non-meritorious complaints and/or unrealistic outcomes;
3. Insistence on pursuing what may be meritorious complaints in an unreasonable manner;
4. Complaints aimed at causing disruption or annoyance;
5. Demands for redress which lack any serious purpose or value.

IDSA approaches any complaint in three stages:

Stage 1 - Informal Complaint

1.1. IDSA believes most complaints can and will be resolved at an early stage by discussing the matter at an informal level. The student should contact the Head of Acting who will aim to resolve the matter by informal discussion.

1.2. The Head of Acting will respond to the student within five working days of receiving the original complaint and confirm what steps (if any) will be taken to address the complaint and the expected timescale. The Head of Acting will also advise the student to contact the Head of Operations if they are unhappy with the outcome.

1.3. All informal discussions will be held in person, over Zoom or via telephone. If the matter is resolved this will be confirmed by the Head of Acting via email to the student.

1.4. The Head of Acting will notify the Head of Operations of the outcome.

Stage 2 - Formal Complaint

2.1. If the student has attempted to resolve the matter informally but is unhappy with the outcome they should proceed to stage 2 and send a formal complaint via email to the Head of Operations. This complaint must be sent within 14 calendar days of receiving the outcome of

the informal complaint. A student can also move to stage 2 immediately if they feel the matter cannot be addressed informally.

2.2. The student will receive an acknowledgement of receipt from the Head of Operations within five working days. The Head of Operations will also notify the Principal of the complaint.

2.3. The complaint will be investigated by the Head of Operations and a meeting will be arranged with the student. The meeting will be held in person, over Zoom or via telephone.

2.4. The student is permitted to have a responsible adult, friend or advisor present at the meeting. Other parties to the complaint may also be invited to the meeting, or at a separate meeting, at the discretion of the Head of Operations.

2.5. If the student fails to attend the scheduled meeting the student will be given one more date within seven calendar days of the original meeting. If the student fails to attend this meeting the complaint will either be investigated without the student present or dismissed without prejudice. The decision will be at the discretion of the Head of Operations.

2.6. The meeting will be as follows:

- The student will be asked to explain their complaint and present any supporting evidence. If the student has someone accompanying them this person can assist where necessary. Following this the Head of Operations will ask any questions they may have;
- If present, other parties to the complaint will then respond to the complaint. If they have someone accompanying them this person can assist where necessary. If they are not present the Head of Operations will ask any questions on their behalf.

2.7. The Head of Operations will complete a report which confirms the process followed, the information received, the conclusions made and any recommendations. The student and any companion present will receive a copy of this report within 28 days of the meeting.

2.8. Following this the Head of Operations will make a decision if the complaint needs further investigation. If the decision is to investigate further the student will be notified and given a timeframe for the completion.

2.9. If the complaint is considered justified, the student will be informed of the action taken to resolve or redress the complaint. If the complaint is not upheld, then the students will receive an explanation of the reason for this decision.

2.10. The Head of Operations will notify the Principal of the outcome.

Stage 3 - Review by Principal

3.1. If the student is not satisfied with the resolution of their complaint under Stage 2, they may request a review of the complaint by the Principal. The request must be in writing within seven

calendar days of the notification of the outcome of Stage 2. The request must explain the reason for the review and meet at least one of the following criteria:

- There was procedural error in the conduct of the investigation which caused doubt to the determination reached;
- New evidence has been made available that the student could not present at the original investigation process;
- There was bias during the procedure which caused doubt to the determination reached.

3.2. If the Principal decides a review is warranted he / she will have discretion to either:

- Make a judgement on the complaint based on the written investigation; or
- Meet with the student and come to a decision on the complaint.

3.3. When a review is agreed and held the Principal can overturn any decisions made under the Stage 2 of this procedure.

3.4. If a review is agreed, the student will be given the opportunity to meet with the Principal to explain the complaint. The student is permitted to have a responsible adult, friend or advisor present at the meeting. Other parties to the complaint may also be invited to the meeting and this is at the Principal's discretion. The meeting will be held in person, via zoom or by telephone.

3.5. The student will be notified of the meeting in writing which will include the following:

- The date and time of the meeting and what the student needs to do if they are unable to attend the meeting or do not wish to attend.
- The names of anyone else who will be in attendance and why they will be present.
- An outline of how the meeting will proceed.
- Copies of all relevant documents

3.6. Meeting so the review panel will follow this format:

- The student will be asked to explain their complaint and present any supporting evidence. If the student has someone accompanying them this person can assist where necessary. Following this the Principal will ask the student any questions they may have;
- If present, other parties to the complaint will then respond to the complaint. If they have someone accompanying them this person can assist where necessary. If they are not present the Principal will ask any questions on their behalf.

3.7. When the Principal has made a decision on the complaint the student will be notified within 28 days from the date of the meeting. If the complaint is upheld the student will be informed of any action that will be taken to resolve or redress the matter. If the complaint is not upheld the student will be notified explaining the reason for this decision. The school will also issue a

Completion of Procedure letter to the student stating that IDSA complaints procedures have been exhausted.

3.8. If the student does not request a review within the seven days they will be issued with a Completion of Procedures letter within 28 days.