

ASSOCIATED STUDIOS STUDENT COMPLAINT PROCEDURE

Associated Studios' Student Complaints Procedure exists:

- **to promote equality of opportunity for all students;**
- **to safeguard the human rights of all students;**
- **to provide a practical, formal framework for the student - 'you' - through which grievances may be quickly, efficiently and fairly addressed.**

This is the procedure to be followed in the event of your wishing to make a complaint against a fellow student or a member of Associated Studios' staff. There are two distinct phases to the procedure. In the first, Associated Studios will attempt to resolve the complaint informally. If no informal resolution is possible, you can bring into effect the formal procedures, including the right of appeal to the Board of Trustees.

Student Complaint Procedure

It is not possible to itemise all the possible circumstances which might give rise to a complaint, but the following guidelines are intended to help you decide whether you have grounds for making a complaint against a fellow-student or a member of staff. You may have cause for a complaint if you feel you are subjected to any of the following:

- Bullying - physical and/or verbal
- Unreasonable behaviour
- Sexual harassment - physical and/or verbal
- Damage to property
- Uncooperative working practices
- Incitement to wrong doing
- Infringement of Equal Opportunities
- Unfairness in assessment - e.g. racist and/or sexist behaviour, bias or prejudice

1. Complaint Against a Fellow-Student: Informal First Stage

If you feel that you have been treated unfairly by a fellow student, you should explain your complaint to any senior member of office or academic staff. The member of staff to whom you have complained will attempt to resolve the complaint informally. If, after this, you feel that your complaint has not been properly addressed, you should follow the formal second stage procedure described in 3, below.

2. Complaint Against a Member of Staff: Informal First Stage

If you feel you have been treated unfairly by a member of staff, you should explain your complaint to any senior member of office or academic staff. The member of staff will attempt to resolve the complaint informally. If, after this, you feel that your complaint has not been properly addressed, you should follow the formal second stage procedure described in 3, below.

3. Complaint Against a Fellow-Student or Member of Staff : Formal Second Stage

3.1 You should write a formal letter to the Principal setting out in detail the grounds for your complaint. If your complaint is against the Principal go to section 5 of the complaints procedure.

3.2 The Principal will convene a formal Complaints Panel to consider your complaint. The membership of the Complaints Panel will be:

- A senior member of Academic Staff;
- A senior member of Administrative Staff

The Complaints Panel will consider all the relevant written evidence in advance of its meeting.

3.3 You will be required to attend in person to present your complaint to the Panel. You may be accompanied, if you wish, by one other person either from within the Associated Studios' community or from outside (but not a legal representative). The person (or people) against whom you are making your complaint will also be required to attend. The Panel will also require any relevant witnesses to your complaint to attend.

3.4 After hearing the circumstances of your complaint the Panel will either UPHOLD or DISMISS your complaint and recommend appropriate action.

3.5 If the Panel dismisses your complaint and you consider

- (i) the decision to be wrong
- (ii) that you have sufficient grounds on which to continue to press your complaint, you may appeal to the Board of Trustees.

4. Appeal against the Decision of the Complaints Panel

- 4.1 You should write a formal letter to the *Chair of the Board, c/o Office Manager, Associated Studios, the Hub, 2 Margravine Road, London, W6 8HJ* setting out in detail the grounds, both for your original complaint and for your appeal against the decision of the Complaints Panel.
- 4.2 The Chair of the Board will convene a formal Board Complaints Panel to consider your complaint and your grounds for appeal. The membership of the Board Complaints Panel will be:
- Chair of the Board of Trustees or their nominee (chair)
 - A member of the Board of Trustees
 - A senior member of Academic Staff

No member of the initial Complaints Panel may be a member of the Board of Trustees Complaints Panel. The Board of Trustees Complaints Panel will consider all the relevant written evidence in advance of its meeting.

- 4.3 You will be required to attend in person to present your complaint to the Panel. You may be accompanied, if you wish, by one other person either from within the Associated Studios community or from outside (but not a legal representative. The person (or people) against whom you are making your complaint will also be required to attend. The Panel will also require any relevant witnesses to your complaint to attend.
- 4.4 After hearing the circumstances of your complaint the Panel will either UPHOLD or DISMISS your complaint and recommend appropriate action.
- 4.5. The decision of the Board Complaints Panel is final.

5. Complaint against the Principal: Formal Second and Final Stage

- 5.1 You should write a formal letter to the *Chair of the Board, c/o Office Manager, Associated Studios, the Hub, 2 Margravine Road, London, W6 8HJ* setting out in detail the grounds for your complaint.
- 5.2 The Chair of the Board will convene a formal Board of Trustees Complaints Panel to consider your complaint. The membership of the Board of Trustees Complaints Panel will be:
- Chair: Chair of Board of Trustees
 - A member of the Board of Trustees
 - A senior member of Academic Staff

The Board of Trustees Complaints Panel will consider all the relevant written evidence in advance of its meeting.

- 5.3 You will be required to attend in person to present your complaint to the Panel. You may be accompanied, if you wish, by one other person either from within the Associated Studios community or from outside (but not a legal representative). The person (or people) against whom you are making your complaint will also be required to attend. The Panel will also require any relevant witnesses to your complaint to attend.
- 5.4 After hearing the circumstances of your complaint the Panel will either UPHOLD or DISMISS your complaint and recommend appropriate action.
- 5.5. The decision of the Board of Trustees Complaints Panel is final.