

Stage 2 Complaint Guidance and Form

To be submitted following attempted local informal resolution of the matters raised, i.e. a Stage One Complaint. Please note that we can only accept a Student Complaint Form which is signed by the student who is complaining and/or where it has been submitted via their King’s College London email account.

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| Important Information |
| It is essential that you consult the Complaints Policy and Procedures before completing this form, as it contains important information about how RADA will handle your complaint and the relevant timescales. There are 3 stages under the Procedure: Stage 1 – Local Resolution, Stage 2 – Formal Investigation, and Stage 3 – Appeal.  This form should be used for making a Stage 2 complaint and should be submitted to [RADA@heconsultant.uk](mailto:RADA@heconsultant.uk)  Please note that for reasons of fairness, RADA is unable to consider anonymous complaints. If your complaint names another member of RADA, they will normally have the right to know the complaint made about them in order to respond. |

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| Sources of Advice and Guidance |
| Student Wellbeing  [wellbeing@rada.ac.uk](mailto:wellbeing@rada.ac.uk)  You can approach Student and Academic Services for support. Please note that if you approach one of the staff, they will not be involved in any consideration of your complaint.  Guidance on harassment, bullying and discrimination  Please see the Respect at RADA Policy  You may wish to contact your student Year Group Representative for support. |

Stage 2 Complaint Guidance and Form

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| 1. Your Details | |
| Full Name |  |
| Programme of Study |  |
| Year of Study | Undergraduate Postgraduate |
| Contact Address |  |
| RADA email | @rada.ac.uk |
| Alternative Email |  |

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| 1. Complaint Summary |
| 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 from your point of view. |

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| 1. Causing Factors |
| Please specify which factors you believe to be the cause of your complaint:  Service or facilities at RADA  Provision or delivery of programmes or parts of programme  Discrimination, harassment or bullying  Decision or action/perceived lack of action taken by a member of RADA staff  Other (please specify) |

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| 1. Your Complaint |
| Please set out the main points of your complaint. If you need more space, continue below. If you are printing the form to write your complaint, please attach any additional sheets and write your name and contact details clearly at the top of the page. |

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| 1. Supporting Evidence |
| If you are submitting documentation with your complaint, please list below each piece of documentation you have attached to this form. If you are referring to publications or legislation, please include the specific sections, rather than attaching the entire document. Please note that submitting significant documentation may result in the nominated investigator requiring extra time to consider your complaint. |

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| 1. Previous Actions |
| Please briefly explain what steps you have taken to resolve your complaint, including at Stage One. |

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| 1. Desired Outcome |
| Please briefly explain what you would consider to be a satisfactory resolution to your complaint. |

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| 1. Declaration |
| I have read and understood the RADA’s Appendix 9: Complaints Policy and Procedures.  All information and documentation provided in/with this form is complete and represents an accurate and true reflection of the situation that led to my complaint. I understand that the submission of a falsified claim or documentation constitutes an offence under the Non-Academic Misconduct Policy.  I agree that my complaint may be disclosed to relevant members of RADA to the extent necessary for any investigation, including any individuals who I have complained about or about whose services I have complained, and those set out in the Complaints Policy and Procedures.  I authorise the investigating officer to consider this form and any relevant information held by RADA to the extent necessary for the consideration of my complaint.  I give permission for RADA to seek verification of the authenticity of any statements or evidence provided with this complaint.  If I choose to share this appeal/issues relating to this case in the media or on social media, I agree that I waive my rights to this information being kept confidential in so far as RADA reserves the right to respond in an appropriate manner with due care and attention to any allegations which I make.  Student signature:  Date: |