

# RADA

## Royal Academy of Dramatic Art

### Complaints Policy and Procedures

#### Introduction

1. In this document, “you” or “your” means the student; “we”, “us” and “ours” means the Royal Academy of Dramatic Art (RADA).
2. RADA is committed to providing the best possible experience for students throughout the cycle of their studies and training, from the application stage through to graduation. However, we recognise there may be occasions when you feel that the quality of your experience falls short of what might be reasonably expected. This Policy and Procedure facilitates your being able to take forward complaints about specific factors that have affected you. It sets out how we handle complaints, aim to treat them fairly and rigorously, and seek timely resolutions. Ultimately we wish to conduct thorough and fair investigations of complaints so that we can make evidence-based decisions on the facts of each individual case. Resolving complaints as early as possible contributes to the overall effective operation of the Academy and ensures that where you have had reason to feel dissatisfied, the matter can be resolved constructively and efficiently.
3. We define a complaint as being an expression of dissatisfaction by one or more students about our actions or lack of actions in a certain area, or about the standard of service we provide, or is provided on our behalf, which warrants a response. We seek to learn from the experience of complaints and improve services for all members of the Academy. This complaints procedure fulfils our obligations under our validation agreement with King’s College London. This policy and its procedures have been designed to operate in accordance with King’s College London’s Student Complaints Procedure, and the Office of the Independent Adjudicator’s Good Practice Framework for Handling Complaints and Academic Appeals.
4. Complaints may relate to areas including, but not restricted to:
  - a. standard or quality of service provided by the Academy;
  - b. failure to provide a service
  - c. quality of facilities or learning resources
  - d. treatment, attitude, behaviour or conduct by a staff member, contractor or other party acting on behalf of the Academy
  - e. failure of the Academy to properly follow a particular administrative process
  - f. dissatisfaction with Academy policy or procedure; note that while these matters are set at the discretion of the Academy, legitimate complaints about them will be formally considered.
5. While the guidance in 4 above aims to be as helpful as possible, the definition of a complaint can be very broad. Not every concern or issue raised with the Academy will be categorised as a complaint. For example, the following are **not** complaints:
  - a. a request under the Freedom of Information Act or Data Protection Act;

- b. a request for information or an explanation of policy or practice;
- c. a response to an invitation to provide feedback through a formal mechanism such as questionnaires, surveys, committee membership or participation in activity such as focus groups or student sessions in institutional reviews;
- d. an insurance claim;
- e. an issue which is being, or has been, considered by a court or tribunal;
- f. an attempt to have a complaint reconsidered where the Academy's procedure has been completed and a decision has been issued.

Other approaches to the Academy to raise issues or concerns may similarly *not* be categorised as complaints and this will be made clear at the time the issue is raised. These and 4a-f above cannot be submitted to the complaints procedure described here.

6. The basis of this procedure is that it is fair, efficient and transparent, with the following three stages:
  - a. Stage One: early resolution, dealt with at the most local relevant level.
  - b. Stage Two: formal resolution, investigation by the Registrar (or nominee)
  - c. Stage Three: appeal, heard by an independent panel.
7. For the avoidance of doubt, in the event of the procedure being updated or amended, the version of this policy that will apply will be determined by the date (usually the academic year) the complaint is logged with us.
8. We emphasise the importance of you seeking informal and early resolution wherever possible. Stage 1 of the process aims to enable the quickest, least formal means of resolving complaints. You are encouraged to pursue this when you feel you have a legitimate complaint as it involves frank discussion of the issue as soon as possible after it has arisen, and 'locally' ie close to where the problem originated. This is normally how most complaints are resolved and means there is no need to undertake the more involved and time-consuming Stage 2. However, we wish to emphasise that all complaints are taken seriously – if there is clear need to progress to Stage 2 to deal with the issue properly, that is what will happen. In rare cases, complaints of a sufficiently serious nature may in fact have to go directly into the Stage 2 procedure (see below).
9. Where it is appropriate to make a complaint, you should raise the matter yourself: this procedure is not intended to be used by a third party making a complaint on your behalf. Where the issues raised in a complaint affect a number of you, you can submit a complaint as a 'group complaint'. In such circumstances, in order to manage the progression of the complaint, we will usually ask you to nominate one student to act as group representative. In such cases, we will normally communicate through the nominated student representative only.
10. In respect of a certain action or process perceived to be at fault, a complaint may be made in relation to one or more individual staff members, or one or more departments or services. It will be the responsibility of each party to each formally respond, ie resulting in more than one response to the complaint where multiple parties are involved. In the case of departments or services, one representative of each will co-ordinate the response. In some cases it may be appropriate for multiple parties to present a single co-ordinated response, eg where each party has an equal role in the action or process perceived to be at fault.
11. If you feel you have cause to complain to us about the service of an external organisation, but RADA has no involvement in the issue, you will be advised to contact the organisation directly. However, if your complaint is about an external organisation providing services on behalf of

the Academy – eg partner organisations and contractors (including where the contractor is an individual) then the complaint will be handled through this Policy and subject to the same processes described here.

12. The Registrar may depute to another senior administrative officer any or all of the responsibilities ascribed to Registrar, providing that person will be in a position to act and be seen to act impartially, either generally or in respect of a particular case.
13. The Academy Principal/Director may delegate powers under these regulations and procedures to the Director of Actor Training or Director of Technical Training, or other senior academic officer within the Academy providing that person will be in a position to act and be seen to act impartially, either generally or in respect of a particular case.

### **Advice and guidance for students**

14. You are encouraged to seek guidance both before and during use of this procedure from your course leader. Other members of staff available to offer advice include the Deputy Registrars, Head of Student Wellbeing and other members of Student and Academic Services. As the Academy is a small institution, if there is any possibility of a conflict of interest between the person from whom you seek guidance and individuals involved in investigating the complaint, you will be informed. Where appropriate, we may provide an external contact for advice and guidance for you who will be fully independent from the review process.

### **Scope of this procedure**

15. This procedure covers complaints in the following areas, the consequences of which should normally have had an alleged adverse impact on the student wishing to make the complaint:
  - a. the provision of academic programmes (how your training is provided);
  - b. how your training is provided when on placement;
  - c. inadequate services or facilities at the Academy (for example student welfare, catering or accommodation provided by the Academy);
  - d. decisions, actions or perceived lack of action taken by a member of the Academy (this might include in relation to other policies and procedures such as disciplinary);
  - e. staff misconduct.
16. The student complaints procedure does **not** cover the following areas:
  - a. Complaints arising from action taken under the Disciplinary or Fitness to Train policies which should be directed towards the respective appeals procedure.
  - b. student misconduct including complaints relating to discrimination, harassment or bullying (see RADA's [Student Non-Academic Misconduct policy](#));
  - c. Complaints arising from matters relating to academic progression and assessment which are covered by the academic appeals process
17. The scope of the student complaints procedure extends to former students of the Academy, provided that any Stage Two complaint is made within three calendar months of the date of the incident which gave rise to the complaint.
18. We may suspend, hold in abeyance or terminate proceedings in complaint cases that are being investigated by the police or are subject to judicial proceedings.

19. We may terminate consideration of a complaint if we consider it to be frivolous (made without foundation) or vexatious (in bad faith, mischievous, spiteful, vindictive or malicious). Examples of frivolous or vexatious complaints include:
  - a. complaints which are obsessive, harassing, or repetitive;
  - b. insistence on pursuing non-meritorious complaints and/or unrealistic outcomes;
  - c. insistence on pursuing what may be meritorious complaints in an unreasonable manner;
  - d. complaints which are designed to cause disruption or annoyance;
  - e. demands for redress which lack any serious purpose or value.
20. The Registrar or their nominee may consider possible action under the relevant provision(s) of disciplinary regulations in the case of a student held, at any stage in the process, to have brought forward an alleged complaint under this procedure without foundation, knowing the alleged complaint to be in bad faith.
21. Neither you nor we shall normally be represented by a legal practitioner at meetings or hearings held under this policy.
22. In certain circumstances you may feel you wish to submit a complaint anonymously. Please note however that complaints submitted anonymously may be hindered by the complainant's anonymity, and will be difficult to consider and resolve without the ability to refer to the complainant for further detail and illumination/discussion of the issue. If there is enough information in an anonymous complaint to enable the Academy to make further enquiries, we may do so. But without sufficient information or the option of obtaining more, we may be unable to pursue it further. However, we may at least be able to give consideration to the issues raised and will record the complaint so that appropriate action can be taken and improvements made where necessary. **Though ultimately we strongly urge you not to make complaints anonymously.**
23. Subject to the above, we undertake that if you seek to use this complaints procedure, you will **not** be treated less favourably in your subsequent academic career, or Academy life, as a result of action taken to pursue an alleged complaint.

### **Resolution of complaints**

24. Where a complaint is upheld in whole or in part, possible outcomes may include an apology, a clear explanation of the events or context that led to the incident in question, a change in procedures to ensure that the circumstances do not recur, referral of the complaint for consideration under another procedure (for example disciplinary procedures) or a combination of these or other outcomes.
25. At each stage of the procedure, you will receive the reasons for the outcome of the complaint.
26. If at any stage in the investigation of a complaint, the person charged with investigation determines that the complaint should more appropriately be considered under another Academy regulation or procedure, the investigator shall refer the complaint for consideration under that procedure. You will be informed about the change in approach, and the reason (where this information can be provided without prejudice to the rights of other parties). At this point, any further action under the student complaints procedure shall normally be halted pending the outcome of the investigation under the other procedure.

### **Mediation**

27. Some complaints may become complex – for example, if the complainant and/or other involved parties have become entrenched in their position, or other factors are hindering the resolution process. Such cases may benefit from a different approach to resolving the complaint, such as mediation involving an unconnected third party. This can help both parties to understand the basis of the complaint, and each other's position, and therefore facilitate a mutually satisfactory conclusion being reached. The third-party mediator may be a member of Academy staff who has no previous connection with the case, although due to the small size of the Academy, to avoid conflicts of interest the mediator may be external to RADA. While we do not have a formal mediation service at RADA, if you wish to consider mediation or any other alternative routes for investigation and resolution you can discuss this with the Registrar or official nominee. If all parties agree to pursue mediation, the complaint investigation process will be suspended pending outcome of the mediation. In the event that the complaint remains unresolved, the investigation will resume, and revised timescales will be agreed.

### **Confidentiality and record keeping**

28. We will seek to do all within our power to limit the disclosure of information as is consistent with conducting a fair investigation and the implementation of any recommendations following investigation into the complaint. However, if your complaint names another member of the Academy, then the person(s) named will normally have the right to know the complaint made against them in order to be able to reply to the complaint. This is consistent with the duties owed to our staff and other students. If you refuse to name a person who is relevant to your complaint, we will not be able to consider or investigate the case.
29. Once you have made a formal complaint, records will not be held on your file, but separately, by Student and Academic Services. Records will be retained as required for a reasonable period as a way of monitoring and enhancing our services, and in accordance with our duties under Data Protection legislation.
30. We will share, as necessary, information with King's College London regarding your complaint which may include personal and sensitive data as part of the fair and proper investigation of the complaint, and to maintain and enhance standards and good practice. All such information will be treated confidentially. In submitting a formal complaint/appeal under this procedure, you are consenting to your data being shared appropriately. If you have any questions or concerns regarding this procedure you should contact a member of the HE Courses team at RADA.

### **Timescales**

31. This procedure outlines timescales within which we aim to work. Only in exceptional circumstances and at the discretion of Academy Principal/Director will we accept complaints from students outside these timescales (eg, in relation to a complaint of an extremely serious nature). We endeavour to respond within the timescales that are outlined, but unfortunately this may not always be possible. In some complex cases an investigation might need to take longer than usual to ensure that all of the issues raised have been appropriately addressed. In addition, there may be circumstances beyond our control, such as staff absence, where it may not be possible to adhere to the timescales it has set for itself and still carry out a proper investigation. Where we are unable to meet the prescribed timescales, we will tell all parties the reasons for any delay and set out a revised timescale.
32. You should raise your complaint at the earliest opportunity and in any case in respect of Stage Two no later than three months from you being aware of the incident/sequence of events giving rise to the complaint. Only exceptionally and at the discretion of the Registrar will we consider a complaint raised after this deadline. We will formally acknowledge the complaint within three working days of its receipt.

## Stage One: Early Resolution

33. We are committed to a swift resolution of complaints. Wherever possible they are usually best resolved directly and should initially be raised as near as possible to the point in time at which the problem occurred
34. Initially you should try to talk to the relevant member of staff to try to resolve the problem before taking it further. As well as a personal tutor, this might include the following:
  - a. A lead tutor or head of department for a complaint relating to your programme/course;
  - b. The Deputy Registrar (Admissions and Student Services) for complaints relating to a student service or financial matter;
  - c. The Head of Student Wellbeing for complaints relating to discrimination, bullying or harassment.
35. If the complaint concerns any of the people listed above, then you are advised to speak either to a member of Student and Academic Services, to your course leader, or to another course leader. These are: Director of Actor Training, Director of Technical Training, MA Theatre Lab Course Leader, Director of Short Courses.
36. The person nominated as the first point of contact, as defined above, will listen to and discuss the nature of the complaint. Although the nominated person(s) will not carry out a formal investigation they can advise on how the matter could be resolved swiftly and will normally keep notes for their own purposes. They will provide a written outcome record of the Stage One process. This sets out the proposed resolution including any agreed actions to be taken and by who, or the reasons as to why it is not possible to propose a resolution. It will also advise on the options open to you if you are not satisfied with the outcome. The outcome record will be copied to Student and Academic Services for their records. We will aim to complete the Stage One process and issue an outcome record within 10 calendar days of the concern being raised.
37. If the outcome of the discussion is that no resolution can be agreed to your satisfaction, we will advise you of the opportunity to submit a complaint via the Stage Two process. Although not obliged, we would normally expect you to wait for the outcome of the Stage One before proceeding to Stage Two. The nominated member of staff may themselves wish to refer you to Stage Two of this procedure should they feel that the matter requires a more thorough investigation or the complaint appears to be particularly complex. If you do not agree to submitting a formal complaint this is the end of the matter as far as this procedure is concerned. Stage Two: Investigation by the Registrar (or nominee)
38. Should a complaint not be dealt with informally to your satisfaction you may initiate a formal complaint. Stage Two procedure involves an investigation by the Registrar or nominee. If the complaint relates to the conduct of the Registrar, the complaint shall be referred to the Academy Principal/Director who will decide on an appropriate mechanism for investigation. Note that Stage Two may be implemented directly without first applying Stage One if the complaint is of a sufficiently serious nature, for example if it relates to:
  - a. significant operational service failure/major delay, especially where this situation is a repeated occurrence
  - b. significant risk to students, their safety, progression and quality of their experience
  - c. significant operational risk to the Academy
  - d. death or serious injury
  - e. the potential to compromise RADA's reputation

- f. any issues of a highly sensitive nature
  - g. any other issue deemed serious enough to proceed directly to Stage Two.
39. To initiate a Stage Two complaint, you must submit the Stage two complaint and guidance form to the person identified on the form (see appendix 1) within three calendar months of the issue concerned arising. The Registrar or their nominee will normally have 40 calendar days from the date of receipt of the complaint into the Stage Two process to investigate and respond in writing to the complainant.
40. Supporting evidence for the complaint may include eg timeline of events, emails, notes/letters, screenshots, signed witness statements, official RADA documentation such as policies, procedures and handbooks, and any other material you think is pertinent to the complaint.
41. If the investigator deems it necessary, the investigation may involve interviewing you and other persons directly involved. The person charged with investigating the complaint may seek opinion and information from any person with an interest in or knowledge of the matter being complained about.
42. At the conclusion of the investigation the Registrar or their nominee will form a judgment on the merits of the complaint and will inform you in writing of their findings. The findings will include the judgment regarding the merits of the complaint and, if applicable, proposals for a resolution of the complaint and/or recommendations for further action arising from the complaint. The letter will also inform you of the right to move to Stage Three of this procedure if you remain dissatisfied with the findings.

### **Stage Three: Appeal incorporating external review**

43. An appeal against the findings of the Registrar may be allowed, subject to the discretion of the Academy Principal/Director or nominee, if they are satisfied that either or both of the following criteria apply:
- a. that there is new evidence that could not have been, or for good reason was not, made available at the time of the investigation by the Registrar and that sufficient evidence remains that the complaint warrants further consideration;
  - b. there is evidence of significant procedural error on the part of the Academy in investigating the complaint, including allegations of prejudice or bias, and that sufficient evidence remains that the complaint warrants further consideration.
44. An appeal must be requested in writing, together with a copy of the original complaint and the investigation outcome letter and submitted to the Academy Principal/Director within 12 calendar days from the date of written notification of the decision which is to be the subject of the appeal. The grounds for the appeal must be clearly stated as part of the request and appropriate documentation supplied.
45. If the Academy Principal/Director decides to allow an appeal to be heard they will appoint an Appeal Panel. They will normally advise you, in writing, of their decision about allowing an appeal within 12 calendar days of receiving the request. If the appeal is rejected reasons will be given and a completion of procedures letter issued.
46. The terms of reference of the Appeal Panel shall be:
- a. to consider appeal cases referred to it by the Academy Director and to determine whether the evidence is of sufficient significance to cast doubt upon the reliability of the decision arrived at during Stage Two;
  - b. if the conditions of a above are met, to make a judgment on the complaint and if appropriate proposals or recommendations for further actions.

47. The membership of the Appeal Panel shall be:
- a. A Chair, usually the Chair of RADA's Council but if they cannot serve for reasons of impartiality, then another member of RADA's Council, appointed by the Academy Principal/Director. The Academy Principal/Director may serve as Panel Chair if they have not been involved in either the subject of the appeal or in appointing the Panel.
  - b. One member appointed by the Academy Principal/Director drawn from the Senior Leadership Team.
  - c. A senior member of staff from another university or higher education institution.
  - d. A student representative, either drawn from a different programme, or if this is not possible, from another university or higher education institution.
48. The Appeal Panel will not include the relevant director in whose discipline the student is training or any staff member directly involved in the case.
49. All documentary evidence relating to the complaint and the hearing of the Panel shall be circulated to the Panel members, to the complainant and to all person(s) and/or departments complained about not less than seven days prior to the hearing.
50. Panel documentation shall include the following:
- a. the composition of the Appeal Panel;
  - b. the date, time and place of the hearing;
  - c. a brief summary of the purpose of the hearing;
  - d. all documentation submitted by the complainant at Stages One and Two;
  - e. the report of the Registrar (or other investigator) at Stage Two;
  - f. the letter from the Academy Principal/Director at Stage Three confirming the reasons for the granting of the hearing; all written responses; and any other documentation, correspondence or written submissions relevant to the hearing, including witness statements submitted at any stage prior to Stage Three.
51. The following rules apply in respect of witnesses and evidence at the appeal hearing:
- a. You, and all person(s) and representatives of departments complained about, shall normally be expected to attend the hearing to give evidence.
  - b. Any other persons may be asked to attend to give evidence, or for any other reason, if the Panel so wishes.
  - c. The complainant and person(s) complained about shall have the right to invite a reasonable number of relevant witnesses to give evidence to the Panel. The names of any witnesses must be received in writing by the Academy Director's Executive Assistant at least two working days prior to the hearing who will notify the relevant departments and staff.
  - d. It is the complainant's responsibility to invite any witnesses they wish to attend, and it is the complainant's responsibility to ensure witnesses can attend, and provide them with any documentation.
  - e. The appeal will not normally be postponed due to the unavailability of a witness, and any decision to postpone is at the sole discretion of the Chair. The Chair will also

have the discretion to determine whether the number of witnesses requested is reasonable.

- f. Where feasible, written witness statements should be procured in advance of the hearing and circulated to the Panel.
  - g. Where the Chair is not satisfied that by attending the hearing a witness will add any information to a written statement which will progress the hearing, the Chair may reasonably refuse to admit that witness to the hearing.
  - h. The Chair's decision on the admission of all evidence, including witness evidence, at the hearing shall be final.
52. You may also be accompanied by a family member or a friend (either from inside or outside the Academy) but that person will not normally be allowed to speak on your behalf. However, the Panel will have the discretion to consider representations from you for the friend or family member to make a statement at the culmination of the hearing.
53. If you are to be accompanied, the name(s) of the person/persons who is/are to attend must be received in writing by Academy Principal/Director's Executive Assistant at least two working days prior to the hearing. The Panel has the discretion to refuse to permit a representative or friend or family member to attend where prior written notice has not been given.
54. Except where the Academy Principal/Director deems there to be good cause<sup>1</sup>, each party's evidence or statement(s) will be given in the presence of the other party/parties involved in the dispute and, through the Chair, questions may be asked about each presentation by all parties. The Panel may also ask questions of all parties. The Panel and all parties may also ask questions of all witness called to give evidence. At the conclusion of the evidence, all parties to the complaint will be asked to withdraw, to enable the Panel to consider its findings in private.
55. The Appeal Panel's findings shall be arrived at by a majority vote of the members of the Panel with the Chair holding a casting vote. All votes cast shall be confidential to the Panel and the decision shall be announced as the decision of the Panel. The Panel may have reason to adjourn for a specified period to allow for the collation of additional information that may have subsequently come to light. This will be at the discretion of the Chair.
56. The findings shall include the Panel's judgment regarding the merits of the complaint and, if applicable, proposals for the resolution of the complaint, recommendations for a review of procedures or practices that may have contributed to the complaint, or any further action arising from the complaint.
57. The Chair will give confidential written confirmation of the decision of the Panel to you and to all named individuals or parties directly involved in the dispute, normally within 6 calendar days of the meeting at which the decision was made. The written confirmation will state the reasons for the decision made.
58. The decision of the Panel shall be final and will be the end of the internal procedure, and a completion of procedures letter shall be issued.
59. The Panel may make recommendations to any member of RADA's Senior Leadership Team concerning the implementation of a decision or findings to resolve a complaint. The Panel may make other relevant recommendations as appropriate. All outcomes will be recorded and

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<sup>1</sup> Good cause would normally constitute cases where a complaint of harassment, discrimination or bullying might mean that it would be unreasonable to place you in a confrontational situation with the person against whom such allegations are levied. Where such decisions are made to hear all parties' representations separately, this does not presume any guilt nor should it prejudice any outcome or decision of the Panel.

monitored by a designated staff member drawn from Student and Academic Services or other administration team.

### **The Office of the Independent Adjudicator for Higher Education (OIA)**

60. The OIA is an independent body with a remit to review unresolved complaints by students against their institutions. Student members of the Academy are entitled to ask the OIA to consider any unresolved complaint against the Academy – details can be found at: <http://oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>.

### **Governance, Roles and Responsibilities**

61. RADA commits to ensuring that students and staff are made aware of this policy and its associated procedures through clear communication and staff development/training.

The Senior Leadership Team (SLT) will ensure that:

- a. the Academy's final position on a complaint investigation is signed off by an appropriate member of SLT to provide assurance that this is the definitive response of the Academy and that the complaint has been taken seriously
- b. it maintains overall responsibility and accountability for the management and governance of complaints handling at RADA
- c. mechanisms are in place to ensure a consistent approach to the way complaints handling information is managed, monitored, reviewed and reported
- d. complaints information is used to improve services, and this is made evident through the governance process and communications.

# RADA

## 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.

### 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 [elizabethtimms@rada.ac.uk](mailto:elizabethtimms@rada.ac.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.

### 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.

# RADA

## Stage 2 Complaint Guidance and Form

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

2. 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.

3. 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)

#### 4. 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.

#### 5. 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.

#### 6. Previous Actions

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

#### 7. Desired Outcome

Please briefly explain what you would consider to be a satisfactory resolution to your complaint.

#### 8. 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: \_\_\_\_\_

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