

RADA

Royal Academy of Dramatic Art

Complaints, Appeals and Related Procedures Summary guide

To distinguish between RADA's processes dealing with complaints, appeals and disciplinary issues, the following summary will help to ensure the appropriate process is followed.

Student Complaints and Appeals

This is the process for students to follow if they believe they have reason to formally complain about aspects of their experience at RADA such as the way courses are run, services and facilities, staff conduct, and unfairness, disparity or omissions in the above. It includes an Early Resolution stage to facilitate addressing issues quickly and fairly, with two further stages including an independent appeal panel. Details are available [here](#). Complaints specifically about the Academy's **admissions process** are addressed in a separate policy.

Note it does NOT cover issues relating to the conduct and behaviour of other students – this can be addressed through the Student Non-Academic Misconduct procedure (see below).

Student Non-Academic Misconduct

This process addresses instances of student behaviour formally reported as having contravened the Student Code of Conduct such as examples of bullying, harassment and threatening behaviour, and any other behaviours that do not relate to purely academic matters (see Academic Appeals below). There is a preliminary stage which may conclude there should be no further action taken, or a misconduct panel hearing convened. An appeal stage is available following this. Full details can be found [here](#). **Student academic misconduct** (cheating and poor practice in assessments) is covered by the King's process available [here](#).

Academic Appeals

The Appeals procedure enables students to make academic appeals against the outcomes of assessments or the decisions of assessment boards. An Appeals Panel hearing is convened for this process which is described in the policy [here](#).

Staff Disciplinary and Grievance Procedure

Members of staff can formally raise issues through the Grievance Procedure. There is also the Supported Action process which is a means for addressing and resolving issues which may be relatively minor but will benefit from resolution through a 'lighter-touch' formal procedure. These and the disciplinary process for staff conduct and performance are detailed in the Staff Policy and Procedure Handbook which can be found [here](#).