

RADA

Royal Academy of Dramatic Art

Raising Concerns and Complaints – Student Guide

We understand that at times you may have a concern or complaint and you might not know what to do or who you can talk to.

Your Student Rep will be able to direct you to the most appropriate place and to raise issues on your behalf in committees such as the Student Experience Forum, Course Committees, Academic Board or even RADA Council.

Then there will be those concerns and complaints that are more personal to you or a group of students that need to be reported in a different way. This guide will help you to understand how best to raise your concern.

Who can I speak to and report a concern/complaint?

If possible, you should address your concern to the member of staff with management responsibility for the area related to the issue. However, if you are unsure who to speak to or are uncomfortable talking to the individual responsible, you can raise a concern with **any** member of staff. The following people will be able help you in the first instance:

Course Leaders (any course not just the one you are studying on)

Course Coordinator or any member of Student & Academic Services

Personal Tutor

Student Wellbeing team

Heads of Departments/Lead Tutors

Whoever you go to they will listen to you and if they are unable to help with a particular issue, will help you to find the right person to speak with. Depending on the issue you may be able to resolve it informally, or if that is not possible, you may wish to make a formal complaint. . RADA has various policies and procedures that are designed to support the student experience and to take action relating to different types of concern including the Student Complaints Procedure, Student Non-Academic Misconduct Procedure and the Academic Misconduct Procedure. These procedures enable us to investigate and take action in relation to breaches of the Terms and Condition, Academic Regulations, Student Code of Conduct, Respect at RADA Policy and other related policies which can be found on [SharePoint](#) and the [Website](#).

If you feel unable to speak to someone in person, you may also use the [Report a Concern](#) form on the RADA website. This form allows you to report anonymously, more details below.

What will happen when I talk to someone?

Firstly, well done for taking the first step in raising a concern/complaint we understand that sometimes it can be hard to do.

1. The person who you speak to about your concern or complaint will take some notes as this will form the first stage of any subsequent complaints process. The following details will be passed to Student Academic Services for logging.
 - Student Name
 - Programme of Study
 - Year of Study
 - Brief details /bullet points about the concern/complaint -
 - what is it about
 - who else is involved
 - dates
 - any evidence you have provided
 - your desired outcome – this will help to direct you to the correct process but is no guarantee of the final outcome.
2. Wherever possible, the person you report your concern will aim to resolve it quickly by taking direct action.

Example: of informal resolution may involve a member of staff facilitating a conversation between you and another student or member of staff or taking action to resolve a situation (such as making adjustments to a class or activity). They may also refer you to another department or service, such as Student Wellbeing.
3. Notes of informal complaints are logged so that we can identify persistent issues. A follow up will be arranged with relevant people to let you know what your further options are or if this situation can be closed at this stage.

Confidentiality

Depending on what you are telling us we may not be able to hold this confidentiality especially if there is a safeguarding concern for you or another person.

Whilst an investigation is taking place we will ask all parties to not discuss the matter with other who are not connected as we don't want to risk any investigation that could take place.

Specific details of the outcome of an investigation and any penalties that may be incurred on a person will not be shared with the person who made the complaint.

What happens to the notes and what are the next stages?

If you have raised a concern/complaint about your **training, services, facilities, or the conduct of another student or a member of staff** the notes will be sent to the Student and Academic Services team and kept confidentially in a secure location.

If the issue relates to a member of the Student and Academic Services team, then the staff member will directly contact the Registrar or the Principal as appropriate.

A log will be kept and you will be contacted to make sure you are either happy with the outcome at this stage or if you wish to make a formal complaint.

Depending on the concern/complaint this will trigger what policy we have to follow for further stages and investigation and you will be provided with this information at this stage see scenarios at the end of this document.

Report a Concern - Online Reporting

In April 2021 we launched a [Report a Concern process](#). on the Report a Concern form is hosted on the RADA website and allows anyone to report a concern they may have about RADA. You have the option to report anonymously but if you do so, we will not be able to

follow up with you individually. If you provide your contact details, a member of the Student and Academic Services team someone will respond to offer support, guidance or gain more information so action can be taken where necessary and appropriate. Information on the types of concerns raised will be reported to Academic Board and RADA Council to help these bodies to identify and persistent or cultural issues and take appropriate action without investigating individual incidents.

Scenarios

In each of these cases they will be logged and it does not matter at what stage they go to we will still keep a log so we can see patterns.

It may be that you have provided a written report or the staff member will make initial notes that they will share with you.

1. A fellow Student keeps using inappropriate language towards me and they keep pushing me.

Student Non-Academic Misconduct Policy there is a reporting form that you can use which may help you to put down the issues and details of what has happened.

We will look at the situation alongside the **Student Code of Conduct**

- a. You may ask for a facilitated conversation with the person to discuss what is happening and this may resolve the situation.
- b. Stage one: Preliminary – Investigation will take place to establish the facts of the matter. You may be asked to provide further information and/or documentation.
You and the accused will be interviewed, and the investigator may talk to other witnesses if they feel it is necessary to the situation.
Investigation we will decide whether to:
 - a. Dismiss the allegations
 - b. Deal with the matter there and then
 - c. Refer the matter to a panel for a formal hearing
- c. Stage Two: – Misconduct Panel hearing. When a matter cannot be dealt with at Stage 1, we will establish a Misconduct Panel to consider the matter. This Panel will consider the evidence in the matter and will decide what action to take. You will have a right to speak to the Panel and present evidence in your defence.
- d. Stage Three: Appeal

2. I think I am being bullied by a staff member on my course.

Complaints Policy and then will be managed by HR, member of S&AS will support the student in keeping them informed of the processes and wellbeing team can offer additional support.

- a. Stage One: early resolution, dealt with at the most local relevant level.
- b. Stage Two: formal resolution, investigation
- c. Stage Three: appeal, heard by an independent panel.

3. I am concerned about a fellow student who I think is self-harming.

The staff member will contact the Safeguarding team for support and may result in the **Safeguarding Policy** being put into action.

4. I am not happy with the assessment mark I have received.

Policy to be followed **Academic Appeals**.

- a. Informal Stage, talk to Staff member or Course leader to inform why you are unhappy and appealing the grade. This may result in an amendment to the grade, or you may be happy with the discussion you have had and resolved if not then you need to follow the Kings College London Process
 - b. [Stage one](#) to Kings College London note this will only be looked at after the assessment board which takes place once a year this is a [link to the form](#)
 - c. [Stage Two](#) to Kings College London this is a link to the [stage two form](#)
5. I am not happy with quality of facilities or learning resources
Take concern to the following in the first instance as a resolution may be found Student Reps who will bring to Student Experience Form or Course Leader, if still unhappy then them you can make formal complaint

Policy to be followed **Complaints Policy**

- a. Stage One: early resolution, dealt with at the most local relevant level. This will likely have been covered by going to Student Experience Forum and discussions with Course leads
- b. Stage Two: formal resolution, investigation
- c. Stage Three: appeal, heard by an independent panel.

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

If you have gone through all of the internal processes and you are still unhappy with the outcome you can go to the OIA.

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>