

# **Admissions & Audition**

## **Complaints and Appeals Process for**

### **Applicants**

1. We are committed to delivering an Admissions service which is customer focused, fair, transparent, and is in accordance with its Audition & Admissions Policy, relevant legislation and best practice guidance.
2. We encourage applicants who experience a problem with the service provided by the Admissions Service to initially raise the matter informally with the Admissions Team directly.

NB Please note applicants may not raise concerns about Dance Training judgement.

3. Should an applicant wish to request a review of the decision made on their application or wish to make a complaint about the audition and admissions process having first contacted the Admissions Team on an informal basis, a formal Complaints and Appeals Process is available as detailed in this document.
4. Appeals and complaints are handled separately from the application for entry. An appeal or complaint made in good faith will not prejudice current or future applications. It is important to note most issues are resolved amicably and without recourse to the formal stage of this process.
5. Appeals or complaints must be submitted by the applicant themselves and not a third party (school, parent or other representative). In cases where an applicant wishes a third party to act on their behalf, then we must receive explicit written consent from the applicant that this is the case.

### **Appeals**

An appeal is defined as a request by an applicant for a formal review of the outcome of an admissions decision.

Applicants may appeal an audition and admissions decision by Shockout Arts if they feel that Shockout did not appropriately consider their application in accordance with the Admissions Policy or other published procedures, or that they did not take account of all the information provided.

### **Complaints**

A complaint is defined as an expression of dissatisfaction about Shockout's admissions policies or procedures which have been used to make a decision and/or the actions or lack of action of Shockout staff.

A complaint will not result in the amendment of an audition decision – applicants should request an appeal if this is the desired outcome.

## **Process for Handling an Appeal or Complaint**

### **Stage 1 – Informal feedback**

1. If applicants are unhappy with an audition decision, or with the way the application has been handled then they are encouraged to initially raise the matter with Admissions.
2. Shockout will provide feedback to unsuccessful applications in response to a request in writing by email or letter to the Admissions Team [admissions@shockoutarts.com](mailto:admissions@shockoutarts.com). Who will then forward to Head of Dance and we aim to respond to requests for feedback within 14 working days of receipt of the request. The response will be in writing.

### **Stage 2 – Formal Appeal**

1. A request for a formal appeal should be submitted on the Admissions Complaints and Appeals Form at the end of this document or by stating in writing that you are appealing under Stage 2 of the Complaints and Appeals Process for Applicants.
2. We will acknowledge receipt of your appeal within 5 working days.
3. Your appeal will be led by Head of Dance who will review the application and other relevant information with the academic department.
4. We will respond to your appeal within 20 working days of receipt of the appeal. If we require further information from you or anticipate a delay in responding we will write to you.
5. If your appeal is upheld, the University will take such reasonable action as is appropriate and you will be informed of the outcome in writing. If your appeal is not upheld, we will communicate the reasons for this decision in writing.

## **Formal Complaints**

1. A request for a formal complaint should be submitted via email or post. We will acknowledge receipt of your complaint within 5 working days.
2. If you submit a complaint, Head of Dance will investigate the complaint.

As part of your complaint submission applicants should include:

- a) The nature of the complaint, giving as much detail as possible
- b) Any steps that have already been taken to resolve the matter

c) Details of any responses you have received and a statement of why you feel that response is unsatisfactory

d) An indication of the outcome you are seeking

We will respond to your complaint within 20 working days of receipt of the appeal. If we require further information from you or anticipate a delay in responding we will write to you.

If your complaint is upheld, Shockout will take such reasonable action as is appropriate and you will be informed of the outcome in writing. If your complaint is not upheld, we will communicate the reasons for this decision in writing.

#### Policy Related

Admissions & Auditions Policy