

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 audition outcome.

3. Should an applicant 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 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 – 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 of the Complaints and Appeals Process for Applicants. Appeals should be in writing to admissions@shockoutarts.com
2. We will acknowledge receipt of your appeal within 7 working days.
3. Your appeal will be led by a member of senior management who will review the application and other relevant information with the relevant department.
4. We will respond to your appeal within 14 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, Shockout 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

All complaints should be submitted in writing to admin@shockoutarts.com following the Complaints Policy.

Policy Related

Admissions & Auditions Policy

Complaints Policy