

SEO Reference Number:

**GROUP COMPLAINT CONSENT FORM**

# To be completed by the lead student, nominated by the students bringing the complaint, to be the spokesperson for the group and liaise with Backstage Academy on their behalf.

If this is a Stage 2 Complaint or Stage 3 Request for Review, a *Stage 2 or 3 Student Complaint Form* should also be submitted by the lead student, which details the nature of the complaint.

Completed forms should be sent via email or in person to:

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| --- | --- |
| Name of Lead Student: | Student Number: |
| Course: LEP SPM LVD | Level of study: 4 5 6 |
| Address for correspondence in connection with the complaint:  …………………………………………………………………………………………………………………  …………………………………………………………………………………………………………………  Postcode…………………………………………. Telephone Number ………………………………………  Backstage Academy email: | |

Caroline Carfrae (Registry Manager) Email[[1]](#footnote-1): [complaints@backstage-academy.co.uk](mailto:complaints@backstage-academy.co.uk)

All students bringing the group complaint should complete their details below. On signing the form, the students are giving consent that their complaint will be dealt with collectively and that they have given their consent for the student detailed above to act as spokesperson for the group.

**If any student is unable to sign the consent form by hand, they must send an email from their Backstage Academy account to the Registry Manager via** [**complaints@backstage-academy.co.uk**](mailto:complaints@backstage-academy.co.uk) **confirming that they have given their consent.**

The Registry Manager must receive such consent within **5 days** of this form being received by and prior to Stage 2 of the procedure commencing. Backstage Academy will direct all correspondence relating to the complaint to the spokesperson.

***Complete the form overleaf in block capitals or type.***

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| **Student Number:** | **Full name:** | **Course:** | **Year of study:** | **Signature:** |
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As part of the investigation of your group complaint, any member of staff mentioned will be made aware of the complaint, as will the Vice-Principal, relevant members of SLT and Off-Campus representatives of the University of Bolton.

Due to data protection legislation, action may result from the complaint which Backstage Academy will not be able to make you aware of because the institution cannot breach an individual’s right to data protection and anonymity (such as where disciplinary action against a fellow student or member of staff results from a complaint).

Independent help and advice about completing this form can be obtained from the University of Bolton Students' Union. Please telephone 01204 900805 or e-mail [info@boltonsu.com](mailto:info@boltonsu.com).

The Student Complaints Procedure is available from the Student Hub module on Moodle or via the following link: <https://backstage-main-production.s3-eu-west-1.amazonaws.com/ba_student_complaints_procedure_nov_19.pdf>

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| Declaration by the Lead Student: I declare that the information given in this form is true, and that I have been nominated on behalf of the students listed above to be the spokesperson in relation to this complaint. | |
| Signed: | Date: |

1. Please note that this is a shared mailbox with the Matthew Bate (Director of Operations and Student Services) to provide cover during periods of leave and generate a more timely response. If you have a complaint regarding any of the individuals above you can also submit complaints directly to [caroline.carfrae@backstage-academy.co.uk](mailto:caroline.carfrae@backstage-academy.co.uk) or [matthew.bate@backstage-academy.co.uk](mailto:matthew.bate@backstage-academy.co.uk) [↑](#footnote-ref-1)