

COMPLAINT RECORD FORM – Stage 1: Informal Complaint/Concern

Students are encouraged to raise a concern with the person it directly relates to, on a day to day basis, in order address the issue quickly if possible. Alternatively, students can raise this concern to complaints@backstage-academy.co.uk and an Investigating Officer will be appointed.

This form is intended to help you, as the member of staff responding to the complaint, to gather the information from the student in order that you can, if possible, resolve the issue.

The form should be completed and sent to both the student and Registry Manager **within 10 working days** since the complaint or concern was first raised to Backstage Academy in writing.

Further details are contained within the Student Complaints Procedure, which 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

STUDENT DETAILS						
Full Name of Student						
Course	LEP	LVD	SPM	Level of study	4	5 6
Backstage E-mail						
Telephone No			Student Number			

Complaint considered by <i>(Name, Position)</i>	
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CONCERN/COMPLAINT DETAILS
What happened? / Why do they wish to raise a concern or complaint?
When did it happen?

Who was involved?

How was the student affected?

What outcome is the student hoping for?

Please make the student aware that the institution can only consider outcomes which are reasonable, and which are allowed by the Backstage Academy's Regulations, Policies and Procedures. Please also make the student aware that the institution will not be able to tell them about some actions if they would breach an individual's rights to data protection and anonymity (such as disciplinary action against a fellow student or member of staff).

EVIDENCE/DOCUMENTS

If possible, the student should provide evidence to support their complaint and describe how the evidence supports what they are saying.

List of evidence/documents provided:

Please label the evidence and describe what it is below. For example, *Evidence A is an email sent to the student by the institution on 22nd February 2019.*

Evidence Item A:

Evidence Item B:

Etc.

Would the student consider mediation style intervention to resolve their complaint? (for example parties meeting with impartial Backstage Academy staff to attempt to determine an acceptable resolution)

Yes/No

Outcome
Learning points for the institution

Student Agreement

- I agree that the information gathered in this form accurately reflects our conversation.
- I agree that information about my concern/complaint and its outcome may be gathered and recorded by Backstage Academy.
- I agree that my name and other necessary information about the complaint may be disclosed in order to properly investigate it.
- I also understand that information about the complaint and its outcome may be reviewed by Academic Board, University of Bolton Partnership Meetings and other committees for monitoring and evaluation in terms of quality assurance as the institution is required to undertake for statutory purposes. Such reporting will not include any of my personal details.

Signature		Date	
Name:			

Your written response to the student should be copied to the Registry Manager via complaints@backstage-academy.co.uk so that the complaint can be tracked