

Reference Number (admin use):

**STUDENT COMPLAINT FORM – STAGE 2: Formal Stage**

This form is to be completed for all complaints to be dealt under Stage 2/Formal Stage of the Backstage Academy Student Complaints Procedure and should be sent via email or in person to:

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

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)

***Complete in block capitals or type.***

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>

# DETAILS OF COMPLAINT – TO BE COMPLETED BY STUDENT

|  |  |  |
| --- | --- | --- |
| Name[[2]](#footnote-2): | | Student Number: |
| Course: LEP SPM LVD | | Level of study: 4 5 6 |
| Route: BA (Hons) FdA BA (Hons) Top-Up | |  |
| Address for correspondence in connection with the complaint  …………………………………………………………………………………………………………………  …………………………………………………………………………………………………………………  Postcode…………………………………………. Telephone Number ………………………………  Backstage Academy email: | | |
| **Outline of complaint** | | |
| What happened? |  | |
| When did it happen? |  | |
| Who was involved? |  | |
| How were you affected? |  | |
| Please explain here what steps you have taken, together with dates, to resolve your complaint informally at Stage 1 | | |
|  | | |
| Please explain why you are dissatisfied with the response you have received at Stage 1 | | |
|  | | |

|  |  |
| --- | --- |
| Please indicate below, without prejudice, what outcome or further action you are expecting. Backstage Academy can only consider outcomes which are reasonable, and which are allowed by the institution’s regulations, policies and procedures. | |
| Element of complaint | What outcome are you hoping for? |
|  |  |
|  |  |
|  |  |

As part of the investigation of your 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).

|  |  |
| --- | --- |
| Student Declaration I declare that the information given in this form is true, and that I would be willing to answer further questions if necessary. | |
| Signed: | Date: |

**Following section of form to be completed by relevant staff**

**To be completed by Registry Manager**

|  |  |
| --- | --- |
| Date form received by Backstage Academy: | Date form acknowledged: |
| Date form sent to Investigating Officer: | Stage 2 Investigating Officer: |

**To be completed by Investigating Officer**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Details (and date) of person appointed to investigate: | | | | | | | | | | |
|  | | | | | | | | | | |
| Type of case (tick box): | | Service Provision | |  | | | Academic Quality and Standards | | |  |
| Date investigation was completed: | | | | | |  | | | | |
| Decision on complaint:  *Please tick relevant selection below – if multiple decisions on multiple elements of a complaint please provide details as necessary* | | | | | | | | | | |
| Upheld |  | | Partially Upheld | |  | | | Not Upheld |  | |
| Please include further details if relevant: | | | | | | | | | | |
| Date of letter to complainant advising outcome of Stage 2:  (NB letter should inform complainant of further stage of Complaints Procedure, grounds for taking the matter further and whether the complaint was categorised as *Service Provision* or *Academic Qualities and Standards*) | | | | | | | | | | |

Once the complainant has been advised of the outcome of the investigation, a copy of this form and a copy of the letter advising the complainant of the outcome of the complaint should be sent to the Registry Manager.

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)
2. In the case of a Group Complaint, please ensure that a Group Complaint Consent Form is also completed listing all complainants [↑](#footnote-ref-2)