

**ROYAL ACADEMY  
OF DANCE**

**Faculty of Education  
Student Complaints Policy and Procedure**

## 1. Introduction

- 1.1. In compliance with the UK Quality Code for Higher Education Advice and Guidance for Operating Concerns, Complaints and Appeals processes, the Faculty of Education view all complaints as positive opportunities to learn from and improve the learning experience of all students. This policy and procedure details the process by which these expressions of concern, otherwise known as complaints, are dealt with. The aim of the *Student Complaints Policy and Procedure* is to:
- reach a resolution to the complaint / dispute as quickly as possible and as near as possible to the source of the complaint or dispute;
  - to record the nature and outcome of complaints;
  - to review practices and procedures in the light of this to inform improvements.
- 1.2. The Faculty of Education (FoE) undertakes to apply the *Student Complaints Policy and Procedures* equally, in a process that is fair, transparent and impartial, having due regard for the interests and well-being of students, staff and those who may be named or otherwise involved in the complaint or dispute. All parties concerned are expected to respect the confidentiality of the process and to seek a successful resolution of the issue at the earliest opportunity.

## 2. Royal Academy of Dance university-validated Awards and RAD Awards

- 2.1. The Faculty of Education of the Royal Academy of Dance (RAD) delivers the following programmes of study and awards:
- 2.1.1. Royal Academy of Dance programmes validated by the University of Bath
- MA in Education (Dance Teaching) (including Postgraduate Diploma in Education (Dance Teaching), Postgraduate Certificate in Education (Dance Teaching))
  - BA (Hons) Ballet Education
  - BA (Hons) Dance Education (including Diploma of Higher Education: Dance Education, Certificate of Higher Education: Dance Education)

### 2.1.2. Royal Academy of Dance Awards

- Professional Dancers' Graduate Teaching Diploma
- Licentiate of the Royal Academy of Dance
- Certificate in Dance Teaching (Ballet)

### 2.1.3. Faculty of Education Products

- Access and Foundation modules
- Access routes to Royal Academy of Dance Registered Teacher Status
- Assistant Teacher Award
- Micro-credentials

## **3. Areas covered by Student Complaints Policy and Procedure**

3.1. The Faculty of Education of the Royal Academy of Dance (RAD) delivers the following programmes of study and awards:

3.2. This policy applies to matters of concern raised by students regarding any aspect of the student learning experience and the learning opportunities provided by the Faculty of Education at the Royal Academy of Dance (RAD). You may make a complaint about the nature of the learning opportunities you have received (for example, but not limited to, tuition, library provision, teaching and learning spaces, equipment).

3.3. A complaint may relate to the following (but is not restricted to):

- 3.3.1. Failure or refusal to provide a service;
- 3.3.2. Mismatch between offer and delivery of service;
- 3.3.3. Inadequate quality or standard of service;
- 3.3.4. Unreasonable delay in providing a service;
- 3.3.5. Substandard quality of facilities or learning resources.
- 3.3.6. Dissatisfaction with one of our policies and processes or with its impact on the student;
- 3.3.7. Disagreement with a non-academic decision.

3.4. A student complaint is not:

- 3.4.1. A concern about the conduct, behaviour, performance or attitude of a member of staff (this needs to be directed to the Programme Manager in the first instance). If the complaint is regarding the Programme Manager, please contact Registry.

- 3.4.2. A student and/or staff Dignity and Respect matter, which is reviewed under the RAD's *Dignity and Respect Policy*:
- 3.4.3. A concern about student conduct, which is reviewed under the RAD's *Dignity and Respect Policy* and the Faculty of Education's *Disciplinary Offences Policy*.
- 3.4.4. The *Student Complaints Policy and Procedures* does not apply to appeals specifically related to examinations and progressions, for which there is a separate policy, the *Academic Appeals Policy and Procedures* or issues of equality, which are dealt with as part of the *Equality, Diversity and Inclusion Policy*, a copy of which can be found on the RAD website.

#### **4. Stages of Complaints Procedures**

- 4.1. It is expected that most complaints can be dealt with informally, at an early stage as these have the best chance of being resolved effectively. A complaint should be raised at the earliest opportunity after the event. In Stage 1: Early Resolution, the matter should be resolved through informal discussion (in person or online) between the student and the appropriate member of staff.
- 4.2. An informal complaint is considered resolved when both the student and the staff member agree that the complaint has been handled satisfactorily and that no further escalation of the complaint is required. If resolution is not achieved, it may be appropriate for the student/s to escalate the complaint to the formal stage (Stage 2: Formal Resolution).
- 4.3. The Faculty of Education may choose not to accept a complaint made substantially after the time that the matter(s) complained about took place, unless a good reason for the delay can be demonstrated and/or evidenced.
- 4.4. It will normally be expected that an attempt will have been made to establish the desired outcome and to resolve the concern through the Stage 1: Early Resolution process (informal avenue) in the first place. Where the Stage 1: Early Resolution processes have been exhausted without achieving resolution, the matter may proceed to the Stage 2: Formal Resolution procedure.
- 4.5. Complaints may be made jointly by a group of students. In such cases paragraph 1.2 regarding the fairness, transparency and

impartiality of the process will also apply to joint complaints. The Stage 1: Early Resolution procedure outlined above will also be applied to seek an acceptable outcome, and where this is unsuccessful, the concern will be handled through the Stage 2: Formal Resolution procedure.

#### 4.6. Support from Student Representatives

4.6.1. Student Representatives can offer support to students who are encountering difficulties and have the opportunity to raise issues that affect a number of students at Programmes Meetings and informal meetings with the Director of Education.

#### 4.7. Equality, Diversity and Inclusion

4.7.1. The Royal Academy of Dance has a comprehensive policy on Equality, Diversity and Inclusion. This can be accessed from the RAD website.

### 5. The Process

#### 5.1. Stage 1: Early Resolution

5.1.1. In the first instance you should raise your concerns with an appropriate member of staff at the time, or as close to the time of the incident as possible, as they may be able to resolve the matter for you without further recourse to procedures. Any Faculty of Education staff member can be approached with a Stage 1: Early Resolution student complaint.

5.1.2. Should you choose to make a complaint using the Stage 1: Early Resolution procedure, your discussions should include details of the nature and circumstances giving rise to the complaint and an indication of the desired resolution.

5.1.3. If proportionate, a record of the outcome of the meeting is made, including any action agreed between the staff member and student/s and a copy of this document is retained by Registry. Where appropriate, this may include a clear action plan and timetable for remedying the complaint.

- 5.1.4. Depending on the nature of the complaint, mediation can often result in a positive outcome. Mediation is a helpful mechanism whereby a student/s can be supported by a third-party who facilitates a discussion with the relevant staff member to reach a satisfactory resolution to the issue raised. The third-party would normally be another staff member not involved in the complaint.
- 5.1.5. Where agreement is reached on the necessary actions to be taken to resolve the concerns, this will be recorded, shared with all parties concerned and the complaint will be closed.
- 5.1.6. It is normally expected that mediation takes place before a complaint can be progressed to Stage 2: Formal Resolution.
- 5.1.7. Should Stage 1: Early Resolution be unsuccessful, the complaint may proceed to the Stage 2: Formal Resolution process. The information contained in the original Stage 1: Informal Resolution discussion can be included in the Stage 2: Formal Resolution process.
- 5.1.8. Feedback directly relating to the content or delivery of the programme is normally taken by the Student Representative to the appropriate Programmes Meeting. Such feedback falls outside the remit of the Complaints Policy and therefore response timeframes will be determined by the date of the next meeting and the decision of the Programmes Meeting.
- 5.2. Confidentiality
  - 5.2.1. If information is to be kept confidential, this request should be made clear to the person to whom the complaint is made. It should be understood that in some circumstances the request for confidentiality may make it difficult for the Faculty of Education to assist you with your complaint.
  - 5.2.2. In exceptional circumstances (for example the disclosure of a criminal offence or safeguarding concern) it may not be possible for confidentiality to be maintained.
- 5.3. Stage 2: Formal Resolution Procedures
  - 5.3.1. The student/s making the complaint should complete and submit a Student Complaints Form to the Registrar

[registry@rad.org.uk], providing as much detail as possible and as soon as possible after the event to permit an effective investigation to be undertaken.

- 5.3.2. Normally, complaints would be raised initially through the Stage 1: Early Resolution process, however, a student/s may also submit a Stage 2: Formal Resolution complaint if the issue involved is too complex or serious for Stage 1: Early Resolution.
- 5.3.3. Within 5-working days of submitting the Stage 2: Formal Resolution complaint, confirmation will be provided as to whether the complaint can be reviewed under the Student Complaints procedure Stage 2: Formal Resolution. If it cannot, further information will be provided to enable access to a different procedure where applicable.
- 5.3.4. The Director of Education will nominate a member of the Faculty of Education senior management team to review the complaint. Based on the information provided on the Student Complaints Form, they may meet with the student to clarify the issue(s).
- 5.3.5. A record of any discussions, together with any correspondence, will be shared with the student/s who raised the complaint/s and a record will be kept.
- 5.3.6. The student/s will receive a copy of the final investigative report and any outcomes or recommendations normally within 60-days of the formal submission of the complaint and the complaint being accepted.
- 5.3.7. On receipt of a Stage 2: Formal Resolution complaint/s, the person nominated by the Director of Education will review all documentation and may arrange to meet with all parties concerned if appropriate, to establish the grounds for the complaint and the desired outcome. That person will also review any documented evidence submitted in support of the complaint and will usually meet with the student/s to explain the next steps. This might include advising the student/s that the matter should be considered under a different procedure including the operation of a Complaints Panel if appropriate.
- 5.3.8. Based on available evidence, the person investigating the complaint will reach an outcome that is shared for

agreement with a relevant senior manager/s, before a formal response is returned to the student/s. This response will give a clear indication of the outcome of the complaint and any actions arising.

## 6. Review

6.1. If the student/s are not satisfied with the outcome of the complaint, the student/s can request a review of the decision. The review procedure to follow will depend on whether the student/s are enrolled on a university-validated programme of study, RAD programme of study or Faculty of Education product.

6.2. University-validated programmes of study

6.2.1. Reviews of decisions for students enrolled on university-validated programmes are undertaken by the University of Bath. Strict timescales apply and should the student/s choose to request a review of the decision, they are advised to act as quickly as possible in accordance with information provided in the link to the Complaints procedures given below. The Faculty of Education Registrar may also be able to advise student/s how to proceed.

6.2.2. Student/s will find guidance on the University's Student Complaint Review Procedure (also called Student Appeals) on the University's website:

<https://www.bath.ac.uk/guides/student-appeals-process/>

Requests for a review of the decision reached by the Faculty of Education will be handled under Stage 3 of the University's Complaints procedure, called Student Appeals procedure.

6.2.3. A request for review must be submitted to the University of Bath within **five** working days of notification of the outcome of the complaint.

6.2.4. As the awarding body, the University of Bath retains the right to hear the complaint under its own procedures, or it may choose to review how the complaint was handled by the Faculty of Education, and if the decision reached was justified. In line with guidance from the Office of the Independent Adjudicator, the University will issue a Completion of Procedures letter.



- 6.2.5. A student/s who remains dissatisfied after receiving a Stage 3 outcome from the University of Bath has the right to request an independent review by the Office of the Independent Adjudicator for Higher Education (OIA). Guidance can be found on the Office of the Independent Adjudicator's website:

<http://www.oiahe.org.uk/>

6.3. RAD programmes of study and Faculty of Education product

- 6.3.1. Students enrolled on RAD programmes of study or a Faculty of Education product (detailed in sections 2.1.2 and 2.1.3 above) may seek a review of the Faculty of Education's decision regarding the outcome of a Stage 2: Formal Resolution complaint.

- 6.3.2. A request for review must be submitted to the Director of Education within five working days of notification of the complaint outcome using the Faculty of Education's Complaint Review form ([Policies, Procedures, and Regulations - Royal Academy of Dance](#)). You can request a review of the procedures followed at the Stage 2: Formal Resolution and/or whether the outcome was reasonable.

- 6.3.3. Evidence that was not part of the initial complaint, would not normally be considered unless in exceptional circumstances. A valid explanation must be given as to why the evidence was not presented at the time.

- 6.3.4. The complainant will normally be notified in writing of the outcome of the review within 20 working days from the date the request for review was lodged with the Director of Education.

- 6.3.5. The Registrar or nominated senior member of Faculty of Education staff will issue a Completion of Procedures letter to the complainant once the review has been completed.

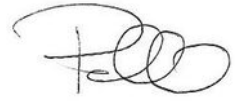
- 6.4. A record of all reviews will be kept and stored securely by Registry in accordance with the Faculty of Education's Retention Schedule.

## 7. Policy Implementation

- 7.1. The *Student Complaints Policy and Procedure* is available on the RAD website and students are signposted to this: [Policies, Procedures, and Regulations - Royal Academy of Dance](#).
- 7.2. Students will be made aware on induction to a programme of study of the Faculty of Education policy.
- 7.3. All staff will be made aware on induction of the Faculty of Education policy on complaints.

## 8. Policy Monitoring and Review

- 8.1. The *Student Complaints Policy and Procedure* will be reviewed annually by the Education Sub-committee of the Board of Trustees of the Royal Academy of Dance or when external legislation necessitates a review of Faculty of Education practice.
- 8.2. The outcome of all complaints will be formally reported within Annual Programme Reviews. The data produced may also be formally considered at programme level and through the committee structure, where patterns have been identified.
- 8.3. With respect to university-validated programmes, complaints will be formally reported through the Annual Monitoring Reports to the University of Bath and monitored by the twice-yearly Programme and Partner Management Committee meetings to ensure that information derived from complaints is used effectively to improve the student learning experience.
- 8.4. Anonymised records of complaints together with the outcomes will be used to determine trends and these trends reported to the Royal Academy of Dance Education Sub-committee.

Created	October 2005
Reviewed by the Policy and Strategy Committee	20 May 2025
Ratified by the Education Sub-committee of the Board of Trustees of the Royal Academy of Dance	12 September 2025
Signed on behalf of the Education Sub-committee of the Board of Trustees of the Royal Academy of Dance by the Chair	
Review Date	May 2026