



Complaints Policy

Effective from
July 2016

Date of first approval	July 2016
Date of approval for this version	March 2017
Version number	002
Next Review Date	August 2017

Introduction

Our aim at Brighton Film School is to provide you with an outstanding service and we welcome feedback from students, parents, guardians, employers and members of the public about the services we provide as a film school.

Most people who come to the film school enjoy the experience and do not have any problems. However, we recognise that sometimes things can go wrong, and when it does, we would like to know about how we can put it right.

Feedback

If you wish to make a comment of a general nature, whether it is a compliment or complaint and wish to remain anonymous, or do not necessarily wish to have an individual response, then please obtain a Comments Form from the Administration Office and return to the office or email it.

Where appropriate you are also encouraged to air your compliments or concerns by speaking to a member of staff.

Written complaints can be made using a Film School feedback form addressed to the Chief Operating Officer, Brighton Film School, 84-86 London Road, Brighton, BN1 4JF. Alternatively, feedback and complaints can be submitted electronically via the school website (www.brightonfilmschool.co.uk) under the 'contact' tab.

School Policy

The school annually reviews and analyses the number and nature of all official complaints. The monitoring and review of complaints contributes to our self-improvement process, which leads to ongoing improvements.

Complaints

Definition: the school defines a formal complaint as any expression of dissatisfaction received in writing requiring a formal written response.

Purpose: the formal complaints procedure is intended to ensure all complaints are handled in a consistent, fair and non-discriminatory way and resolved with a satisfactory and just outcome.

Scope: the complaints procedure provides the framework for anyone who has experienced dissatisfaction with film school services to raise their concerns. This includes complaints from students, parents, guardians, carers, customers, support workers, employers, contractors, local residents, visitors or consumers of products.

Responsibility

Brighton Film School welcomes issues being brought to its attention as a mechanism for improving its quality and services.

The school will acknowledge the formal complaint and aim to respond clearly and concisely within 5 working days.

Brighton Film School will ensure that complaints are dealt with in a professional and non-confrontational manner.

Brighton Film School will support an individual in making a complaint if necessary. This could be in the form of a scribe or simply providing a safe environment in which a complaint can be composed.

Brighton Film School will keep an accurate record of complaints received to ensure that the analysis of complaints helps to continuously improve the school's services to students, staff, employers and the public.

Brighton Film School will take action where appropriate.

Confidentiality

Every attempt will be made to ensure that confidentiality of a complainant and the contents of their complaint. However, where a complaint is of a personal nature against an individual, it is likely that the complainant's identity will be revealed at some stage in all but the most exceptional cases, so that there can be a fair investigation.

Data Protection

All complaints will be kept and stored according to the relevant data protection legislation. If you have concerns about how your personal data is used or stored, or you wish to exercise your rights under the Data Protection Act, please write to Chief Operating Officer, Brighton Film School, 95, Ditchling Road, Brighton, BN1 4ST

Safeguarding

If the College receives information that a young person is, or has been, put at risk of harm, the matter will be addressed by one of the school's safeguarding officers.

After a full discussion with the young person involved, the information may have to be shared with the relevant statutory agencies in accordance with the school's Child and Young Persons Protection procedure.

Monitoring & Reporting

The findings and analysis of complaints will be constantly monitored. Regular reporting will take place to the Senior Management Team to ensure procedures are in place to improve the school's services to students, staff and the public.

Review

The school will review the complaints procedure annually. Any feedback from students, staff and the public will be taken into account when updating the procedure. Students will also be given the opportunity to comment on the procedure through the 'learner voice feedback' mechanisms.

Making a Complaint

Stage 1 (Informal Discussion)

- If you are a student you may be able to resolve your concerns informally by talking to a teacher or student tutor.
- If you are a visitor, employer or prospective student you may be able to resolve your concern informally by asking to talk to an appropriate member of staff.
- Your concern will be listened to and taken seriously. Every effort will be made to assist you in dealing with your issues. No record of your concern will be kept at this stage.

Stage 2 (Formal Complaint)

- If you feel that your concern has not been resolved at the informal stage, you may make a formal complaint in writing to the Chief Operating Officer. You should use the formal feedback form, on the school website (www.brightonfilmschool.co.uk) Alternatively, copies are available at the school, in the office.
- Should you require assistance in writing the complaint, the Chief Operating Officer or your teacher are available to help you.

On receipt of the formal complaint:

- The Chief Operating Officer will log your complaint and send you an acknowledgement within 5 working days.
- The Chief Operating Officer will refer your complaint to an appropriate Manager who will investigate your complaint and will involve all relevant people. (If your complaint is against one person, they will be issued with a copy of it.)
- The Manager will contact you to discuss the complaint and clarify any issues. If the issue can be resolved at this stage, it will be logged and you will be sent a letter outlining the action taken, if appropriate.
- Where the issue cannot be resolved in the first instance the Manager will meet with you to hear your complaint. You may bring someone to the meeting with you to offer support. Every effort will be made to ensure that this meeting takes place within 15 working days of receipt of the original complaint.
- The Manager will also hear the views of other people concerned with the complaint.
- You will be written to within 5 working days of the meeting, outlining any action to be taken.
- A copy of the notes will be submitted to the Chief Operating Officer.

Stage 3

- If you remain dissatisfied with the outcome of your complaint at stage 2, your complaint can be passed to the Chief Executive for final internal review. You should make your request for a stage 3 review of your complaint within 15 working days of receiving the outcome of the stage 2 investigation.

Requests to review the outcomes of stage 2 investigations will be considered and the following will be taken into account:

- Whether procedural irregularities in the investigation of the complaint or fresh evidence can be presented which was not made available to the Manager at stage two.
- If the Chief Executive is satisfied that any of the above conditions apply, a further investigation will be undertaken of the complaint. You will be notified of the result of the investigation in writing within 15 working days of receipt of the request for review.
- The Chief Executive's decision is final.