

# YOUNG ACTORS ACADEMY

## Complaints Policy & Procedure

*(LAMDA Private Examination Centre)*

**Version:** 1.0

**Approved by:** Centre Director

**Date Approved:** February 2026

**Next Review Date:** February 2027

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### 1. Purpose

Young Actors Academy is committed to maintaining high standards in the delivery and administration of LAMDA examinations.

This policy outlines the procedure for raising, investigating and resolving complaints in a fair, transparent and timely manner.

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### 2. Scope

This policy applies to:

- Learners
- Parents/guardians
- Staff
- Contractors
- Examination personnel
- Host venues (where applicable)

It covers complaints relating to teaching, administration, examination delivery, safeguarding or regulatory compliance.

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### 3. Principles

Complaints will be:

- Treated seriously
  - Handled impartially
  - Investigated proportionately
  - Resolved as promptly as possible
  - Recorded formally
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## 4. How to Raise a Complaint

Complaints must be submitted in writing via email to:

office@youngactorsacademy.uk

This ensures clarity and accurate record keeping.

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## 5. Informal Resolution

Where appropriate, concerns will first be addressed informally within **5 working days** through discussion with the Centre Director.

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## 6. Formal Complaint Procedure

If the matter cannot be resolved informally:

1. Written acknowledgement will be issued within **3 working days**.
2. The complaint will be investigated.
3. Relevant parties may be asked to provide written statements.
4. A formal written response will be provided within **10 working days**.

If additional time is required, the complainant will be informed.

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## 7. Escalation

If a complaint relates specifically to LAMDA assessment decisions or regulatory matters and remains unresolved, the Centre will:

- Provide information about LAMDA's own appeals process
  - Support submission of relevant documentation where appropriate
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## 8. Record Keeping

All complaints are recorded in a secure digital Complaints Register, including:

- Date received
- Nature of complaint
- Investigation steps
- Outcome
- Date resolved

Data is handled in accordance with the Young Actors Academy Privacy Policy.

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## **9. Monitoring & Review**

Complaints are reviewed annually to identify patterns or areas for improvement.

This policy is reviewed annually or sooner if regulatory requirements change.