



BIG CREATIVE  
EDUCATION  
APPRENTICESHIPS  
TRAINING  
ACADEMY

# Complaints Procedure

## Stage One - Informal Resolution of Concerns

It is recognised that learners will, from time to time, have normal and legitimate concerns about their progress, achievement or welfare, or other concerns about Bodens College of Performing Arts. You are encouraged to make those concerns known to staff so that they can be addressed.

Additionally it is recognised that parents and carers will, from time to time, have normal and legitimate concerns about the progress, achievement or welfare of their son or daughter or the child in their care, or other concerns about Bodens College of Performing Arts. You are encouraged to make those concerns known to staff so that they can be addressed.

Almost invariably, the sooner such concerns are raised the easier it is for an appropriate resolution to be found. A concern may be raised with any member of staff. This would normally be your child's tutor or support tutor in the first instance.

That person will try and resolve the matter or will refer you to the appropriate person if they are not able to help.

## Stage Two – Formal Complaint

If the matter cannot be resolved informally or in the event that you are not satisfied, you may make a formal complaint to the Managing Director [katie@bodens.co.uk](mailto:katie@bodens.co.uk)

If the complaint concerns the Managing Director then the complaint may be made to the Artistic Director [adam@bodens.co.uk](mailto:adam@bodens.co.uk)

A complaint may only be raised by the parent or carer of a current or former learner of Bodens College of Performing Arts, or by the young person themselves.

A formal complaint should be in writing and sent to the Operations Manager on the email address above, giving as much detail as possible. In most instances, there will be an investigation in order to understand the circumstances surrounding the complaint. If for any reason you are finding it difficult to email your complaint you may telephone the Managing Director on 07545 696 885.

That investigation will be undertaken by the Operations Manager and you will normally receive a written response within 5 college days following receipt of the complaint. If the Operations Manager feels that it is necessary, within reason, to ask for additional time, you will be informed.

### **Stage Three - Appeal**

If you are dissatisfied with the way in which your complaint has been handled, you may take your complaint to the next stage of the procedure.

You should put your complaint in writing to the Managing Director on the email address above detailing why you are dissatisfied with the first investigation.

You will normally receive a written response within 5 college days following receipt of the complaint. If the Managing Director feels that it is necessary, within reason, to ask for additional time, you will be informed.

The decision of the Managing Director is final and at this stage you will have come to the end of the Bodens College of internal complaints procedure.

### **Stage Four – Funding Body Complaint**

If you are still unhappy with the outcome you may complain to the Big Creative Training who fund Bodens College of Performing Arts. You can contact the Director of Operations at [ben.jolly@bigcreative.education](mailto:ben.jolly@bigcreative.education).

### **Stage Five – Body Complaint**

If you are still unhappy with the outcome you may complain to the ESFA who fund Big Creative Training. Please follow this link for more information on their complaints procedure.

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund>

<b>Last updated</b>	<b>Next review</b>	<b>Person responsible</b>
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