



Complaints Policy

Policy Management

Policy Scope:	Fourth Monkey full-time accredited and vocational courses
Policy Application:	All students on accredited and vocational courses at Fourth Monkey
Policy Availability:	https://www.fourthmonkey.co.uk/policies/
Policy Manager:	Jonathan Maydew-Gale, Academic Development Manager
Policy Approval:	Steven Green, Artistic Director & CEO Charleen Qwaye, Head of Training & Deputy CEO

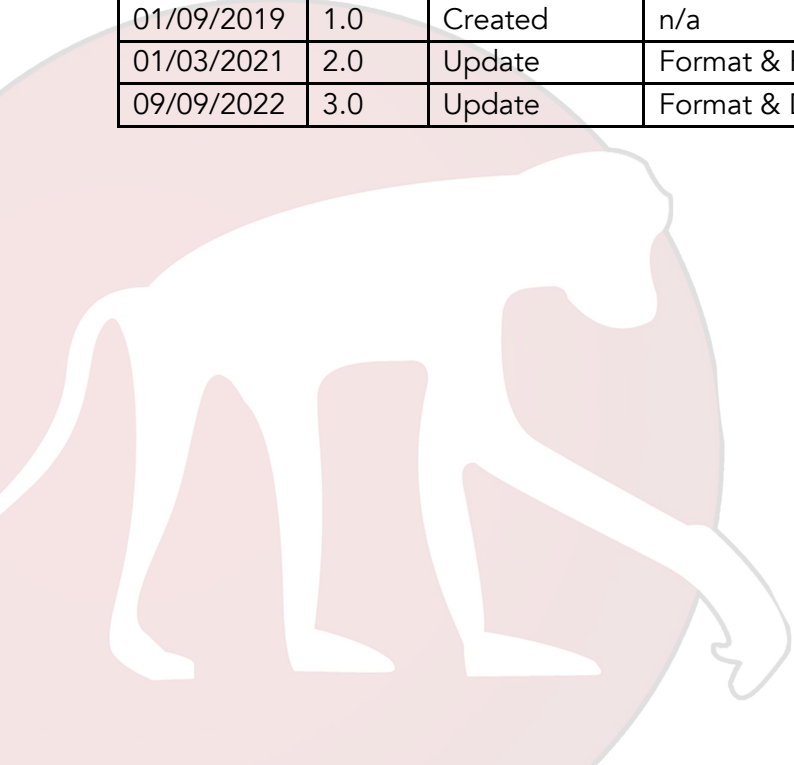
Document Control

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01/09/2019	1.0	Created	n/a	TV
01/03/2021	2.0	Update	Format & Policy Manager	JMG
09/09/2022	3.0	Update	Format & Draft	SG

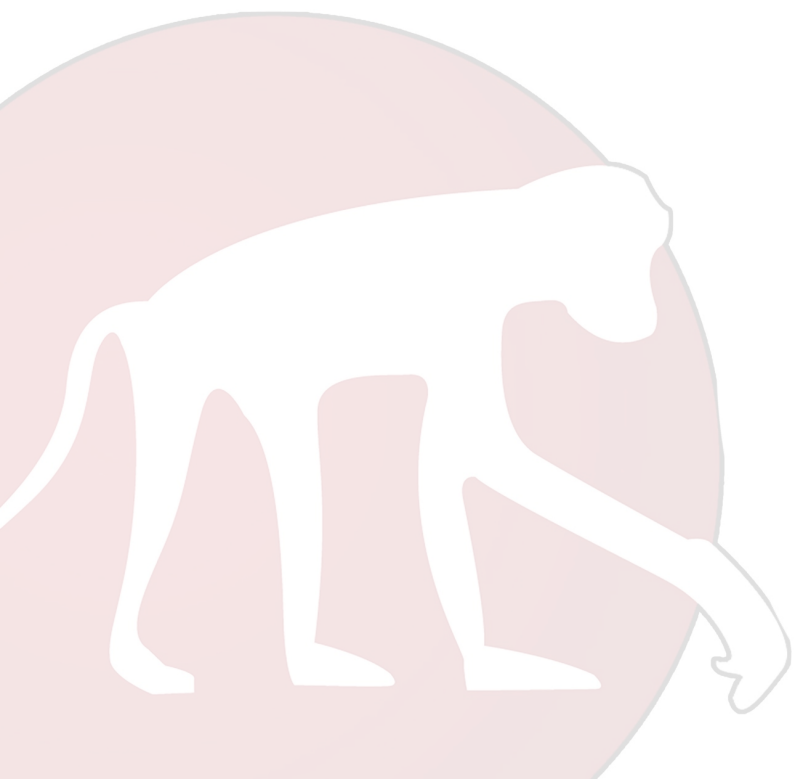




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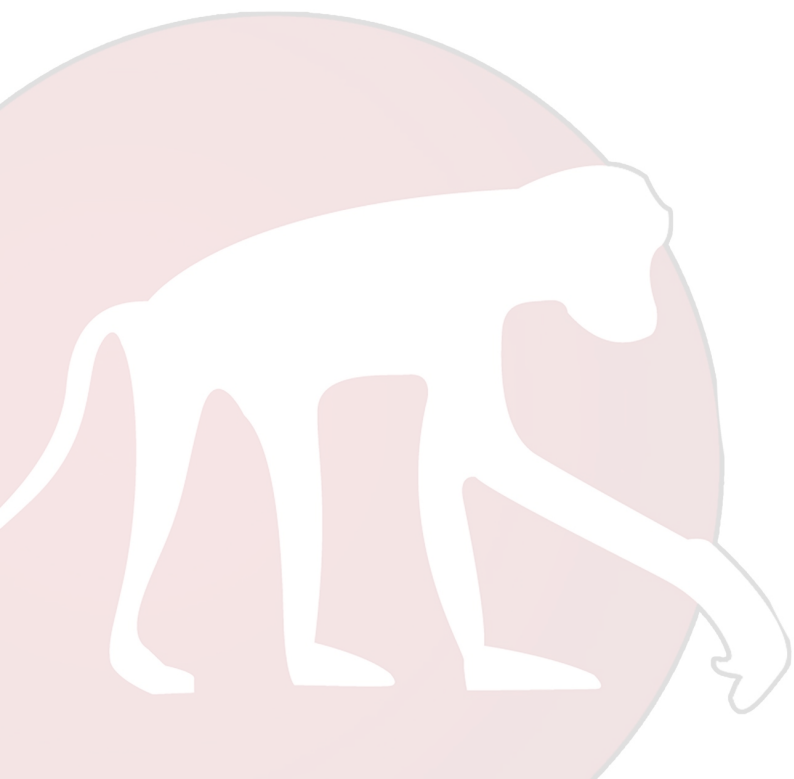


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Introduction

Fourth Monkey is committed to providing a high-quality experience for each student and encourages students to inform them where there is any cause for concern. Fourth Monkey's Student Complaints and Grievance Procedures therefore exists to enable students to make complaints about such matters.

These procedures seek to ensure that complaints made by students are treated seriously and, if found to be valid, are acted upon to ensure that the students' interests are protected as far as it is possible for Fourth Monkey to do so.





Definition & Scope

1. A complaint is defined as an expression of dissatisfaction or grievance about matters that affect the quality of the student's learning experience, the conduct of staff or their peers or about a standard of service provided by or on behalf of Fourth Monkey.
2. This Complaints Policy covers all students registered on all Undergraduate and Postgraduate Learning at Fourth Monkey Actor Training Company. Former students may raise issues of complaint within the timescales stated in 3 below.
3. The final decision regarding a matter raised under this Complaints Policy shall be considered to be the final decision of Fourth Monkey. Should complaints or appeals relate to academic matters in relation to the student's study or learning please consult the Falmouth University website and follow the academic appeals policies therewithin.
4. Each complaint will be considered on its own merits, subject to all legal and professional requirements.
5. A student will not be treated less favourably by Fourth Monkey or suffer any detriment or disadvantage if they make a complaint in good faith, regardless of whether the complaint is successful. Anonymous or vexatious complaints will not normally be considered and the latter may lead to action under the Student Disciplinary procedure.
6. Any member of staff or student mentioned in a complaint will not be treated less favourably by Fourth Monkey than if the complaint had not been brought. However a period of suspension may be deemed appropriate whilst the complaint is investigated fully. If, however, the complaint against a member of staff or student is upheld, that member may be subject to disciplinary proceedings under the relevant Fourth Monkey Disciplinary Policy for staff or students.
7. These internal regulations of Fourth Monkey and their associated policies and guidance will be operated in accordance with its Valuing Diversity and Dignity at Work Policy. Complaints will be handled with an appropriate level of confidentiality. There is an expectation that students and staff members will treat both the complaints processes and each other with respect.



Timeframe for Making a Complaint

8. A student who is, or was recently a registered student, or a group of students wishing to complain should normally do so within 3 months of the event which has given rise to the complaint or, if a series of events has given rise to a complaint, within 3 months of the final event in the series.

Delegation of Responsibility

9. The Chief Executive delegates responsibility for dealing with student complaints as follows:

Stage 1 (Early Resolution): student complaints are dealt with by the Head of Year as applicable.

Stage 2 (Formal Stage): student complaints are dealt with by the appropriate Head of Year and/or Director of Training. Any Undergraduate or Postgraduate complaints pertaining to academic matters or appeals should be referred to Falmouth University. Please see the student regulations on the Falmouth website for details.

Stage 3 (Director-Level Review): Investigations are managed by the Director of Training on behalf of the Chief Executive. The Director of Training normally nominates a Senior Manager that was not involved in the Stage 2 process to carry out the review.

Complaints Procedure

10.1 Stage 1: Early Resolution

10.1.1. Initially, a student should seek to deal with his/her complaint at the level at which the event leading to the complaint occurred. This could be either at training programme level or within the relevant service department.

10.1.2. A student should, if at all possible, address his/her complaint to the member of staff most directly involved in the event leading to the complaint, in order to give that person the opportunity to address his/her concerns.

10.1.3. If for any reason the student does not feel that this is possible, s/he should seek advice from the Academic Manager or their Head of Year in order to identify an appropriate alternative mechanism of early resolution. If necessary the Director of Training will nominate an Investigating Officer to deal with the student's complaint.

10.1.4. Every effort will be made by the Academic Manager or Investigating Officer to enable the clear articulation of the issue and to resolve the complaint simply and quickly. They may invite the student to a meeting to discuss the matter in an attempt to reach a resolution.



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10.1.5. Stage 1 complaints will be dealt with in a timely fashion. Those involved in investigating the complaint will establish appropriate timescales based on its nature and complexity. These timescales should be communicated to the student and the student kept informed of any changes. Where possible, the investigation should be completed within 28 working days.

10.1.6. At the end of Stage 1, a student will be provided with a written response to their complaint, copied to the Director of Training, which will either:

10.1.6.1. Detail the proposed resolution; OR

10.1.6.2. If no resolution has been proposed, explain why a resolution has not been considered to be possible.

10.2. Stage 2: Formal Complaint Stage

10.2.1.1 If a student is not satisfied with the outcome of Stage 1, they may choose to submit a Stage 2 complaint via email. This should be done within 21 working days of the release of the written response to Stage 1. A Stage 2 complaint will normally only be considered following the completion of the early resolution stage.

10.2.2. A student wishing to submit a Stage 2 complaint should do so to:

10.2.2.1. their Head of Year (for academic programme or Faculty/School-related complaints), OR

10.2.2.2. the Director of Training or his/her nominee (for service related complaints).

10.2.3. If the Head of Year or Director of Training was involved in the case at Stage 1, they will nominate an appropriate alternative individual to consider the case.

10.2.4. The receipt of the complaint form will normally be acknowledged within 7 working days.

10.2.5. The Director of Training or their nominee or Head of Year or their nominee will consider the case appropriately. This will normally involve discussions with the student and/or the subject of the complaint.

10.2.6. Complaints will be dealt with in a timely fashion. The Head of Year or Director of Training will establish appropriate timescales based on the nature and complexity of the complaint. These timescales should be communicated to the student and the student kept informed of any changes. Where possible, complaints should normally take no more than 21 working days to investigate from the acknowledgement being sent.



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10.2.7. The Director of Training or their nominee or Head of Year or their nominee will inform the complainant of the subject of the complaint, and the Director of Training (if applicable), in writing, of the outcome of the investigation. Following the outcome of Stage 2: Formal Complaint, the student may request to appeal the outcome and request an internal review of the decision.

10.3. Stage 3: Director-Level Review

10.3.1. If a student considers that:

10.3.1.1. there has been a procedural irregularity in the conduct of the Stage 2 investigation; or

10.3.1.2. new information has come to light, which the student was unable to disclose previously and which would have had a material impact upon the investigation previously undertaken.

10.3.2. the decision reached was unreasonable based on the information that had been available to Fourth Monkey when the case was considered. Then they can request a review of the outcome of the Stage 2 investigation. A student wishing to request a review must do so within 21 working days of the written response to Stage 2. The review request must be submitted to the Director of Training or Chief Executive.

10.3.3. This is not a reopening of the original complaint. Dissatisfaction with the outcome of the appeal is not alone a valid reason for requesting a review.

10.3.4. The receipt of a review request will normally be acknowledged within 7 working days.

10.3.5. The review will be carried out by a designated Senior Manager. The review will consider whether the outcome of Stage 2 was reasonable, or should be re-considered in the light of new information, rather than reconsider the original case and its evidence.

10.3.6. Further discussions may be held with the student and/or subject of the complaint and with members of staff involved at Stage 1 and/or Stage 2. Where possible, reviews should normally take no more than 21 working days to investigate from the acknowledgement being sent. The Senior Manager undertaking the review will establish appropriate timescales based on the nature and complexity of the case. These timescales should be communicated to the student and the student kept informed of any changes. The Senior Manager will inform the complainant, the subject of the complaint and the Director of Training, in writing, of the outcome of the investigation. An annual report of student complaints prepared by the Director of Training, will be received by the board.



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NOTES

This Complaints Policy and any decisions made under it are not intended to give rise to legal rights, or obligations on Fourth Monkey to pay compensation either in respect of a decision made pursuant to the procedures or for a breach of this policy. Anonymous complaints will not normally be considered. Fourth Monkey will hear and consider a complaint only if lodged by a student or group of students themselves and will not deal with third parties, even with the permission of the student(s), unless in exceptional circumstances which prevent a student representing themselves. The student(s) is(are) entitled, however, to be supported in any complaint hearing by an individual who will be a staff or student member of Fourth Monkey. Legal representation is not allowed at meetings other than in exceptional circumstances and with the express permission of the investigating officer not less than 24 hours prior to the meeting.

