

COMPLAINTS POLICY (2025)



INTRODUCTION

The levels of service that you can expect from Fourth Monkey are outlined in course information and other publications and on our website. Where you believe the school has failed in its provision of this level of service, and you are a student, prospective student or applicant of Fourth Monkey in direct receipt of said provision, you may wish to submit a complaint.

This policy should be read in conjunction with the Fourth Monkey Complaints Procedure available on the policies section of our website. Complaints must be submitted as per the Complaints procedure.

This policy applies to any student, prospective student or applicant of Fourth Monkey. Both Falmouth University Policy & Procedure and Fourth Monkey Policy & Procedure apply.

Students should follow the Fourth Monkey Policy in the first instance; Falmouth may review at a later date where applicable i.e. relating to academic standards/teaching & learning. Falmouth University will review the complaint under Step 3 of its Complaints Procedure after you have completed the first two steps of the collaborative partner's procedure. 3.3 partner (e.g. you will be notified of this decision in writing and, in such cases, the University will issue the Completion of Procedures letter. You will have recourse to the OIA after the University's Step 3 procedures have been completed.

All current policies, procedures and regulations are available to download from:

> [Fourth Monkey Policies, Procedures & Regulations](#)

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DEFINITION & SCOPE

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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. 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. Where the complaint concerns academic standards at the collaborative partner (e.g. the quality of teaching) the University will review the complaint under Step 3 of its Complaints Procedure after you have completed the first two steps of the collaborative partner's procedure.
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

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

DELEGATION OF RESPONSIBILITY

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

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

Stage 2 (Formal Stage): student complaints are dealt with by the appropriate Head of Year.

*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

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Stage 1: Early Resolution

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.

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.

1.3 If for any reason the student does not feel that this is possible, they should seek advice from the Academic Team or their Head of Year in order to identify an appropriate alternative mechanism of early resolution. If necessary the Director of Training will nominate a member of staff to deal with the student's complaint.

1.4 Every effort will be made by the nominated member of staff 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.

1.5 Stage 1 complaints will be dealt with in a timely fashion. Those involved in handling 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 process should be completed within 28 working days.

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:

- Detail the proposed resolution; OR
- If no resolution has been proposed, explain why a resolution has not been considered to be possible.

Stage 2: Formal Complaint Stage

2.1 If you are unable to resolve your concerns with the outcome of Stage 1, then may choose to submit a Stage 2 Formal Complaint (available via the academic team), via email. This should be done within ten (10) 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.

2.2 The student complaints form should include as much information as possible, in particular, the following:

Full details of the cause for the complaint, including its impact;

- any action you have taken so far and the date(s) of that action;
- the response you have received;
- the reason for your dissatisfaction or disagreement with that response;
- the remedy you are seeking.

All sections of the Complaints Form should be completed. If it is not possible to complete a particular section, the reason for this should be noted on the form.

Please be aware that where there is no evidence of Step 1 - Early resolution having been sought, or where there are no compelling reasons as to why early resolution was not possible and/or appropriate, you may be referred back to Step 1 of this procedure.

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

- their Head of Year (for academic programme or Faculty/School-related complaints), OR
- the Director of Training or his/her nominee (for service related complaints)

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.

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

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.

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 forty (40) working days to investigate from the acknowledgement being sent.

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.

2.8 Where the complaint concerns academic standards at the collaborative partner (e.g. the quality of teaching) Falmouth University will review the complaint under Step 3 of its Complaints Procedure after you have completed the first two steps of the collaborative partner's procedure.

2.9 Where a complaint involves alleged misconduct of a Fourth Monkey student, it will be referred to Falmouth University Quality Assurance & Enhancement to determine whether any immediate action is required under the Student Disciplinary Policy and Procedure.

2.10 In some instances it may be necessary to make this referral at Step 1, for example, when the allegation is considered to be serious, but a student does not wish to put their complaint in writing.

2.11 Where a complaint involves alleged misconduct of a member of staff, it will be referred to the HR department to determine whether any immediate action is required under Fourth Monkey's Disciplinary Policy for Staff.

2.12 In some instances it may be necessary to make this referral at Step 1, for example, when the allegation is considered to be serious, but a student does not wish to put their complaint in writing.

2.13 Where a complaint involves alleged misconduct of a member of staff, it will be referred to the HR department to determine whether any immediate action is required under Fourth Monkey's Disciplinary Policy for Staff.

2.14 In some instances it may be necessary to make this referral at Step 1, for example, when the allegation is considered to be serious, but the student does not wish to put their complaint in writing.

2.15 Once received by Fourth Monkey, you will normally be sent an email acknowledging receipt of your complaint within seven (7) working days.

2.16 Whilst it is anticipated that the investigation will be completed and a formal response issued within forty (40) working days, this period may need to be extended in School / University vacations and/or depending on the nature and complexity of the complaint.

Stage 3: Director-Level Review

3.1 If a student considers that:

- there has been a procedural irregularity in the conduct of the Stage 2 investigation; or
- you have material new evidence that has become available since the commencement of Step 2 that you were unable, for valid reasons, to provide by the original Step 2 complaint deadline.

3.2 You can request a review of the outcome of the Stage 2 complaint. You must do so within 10 working days of the written response to Stage 2. The review request form must be submitted to the Director of Training. Review requests which do not use the standard form will not be considered.

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

3.4 Step 3 Review requests will be considered by an appropriate member of staff who has not previously had any involvement in your complaint. you will normally receive the final outcome in a Completion of Procedures letter within sixty (60) working days of the submission of your complaint. If you submitted your request outside of the specified deadline, and have not provided a valid reason for the delay, your Step 3 Review request will be considered out of time, and you will be issued with a Completion of Procedures letter (see section 4 of the Complaints procedure).

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.

POLICY MANAGEMENT

POLICY MANAGER

Steve Green, Artistic Director & CEO

POLICY IMPLEMENTED

January 2023

POLICY REVIEW

July 2026

POLICY UPDATE

July 2025

Philip Smith, Student Services & Welfare Coordinator