



# **SUPAJAM**

## EDUCATION IN MUSIC AND MEDIA

### Student Complaints, Conflicts of Interest & Appeals Procedure

**September 2019**

(Next review date September 2020)

# Complaints Procedure

SupaJam Education in Music and Media is committed to providing a high quality education for all students. However, should any problems or issues occur, students have the right to pursue resolution and SupaJam Education in Music and Media will take responsibility to respond to complaints with care and concern, looking to resolve all matters as quickly and effectively as possible.

## **Making a complaint:**

**Stage 1** - Initially problems should be discussed with a member of the teaching staff such as your tutor. If you wish the complaint to be logged, it will be recorded at this point. Strategies for resolving your issue should be suggested within this meeting by the member of staff you are speaking to.

**Stage 2** - If this discussion does not resolve the matter, or you feel that it is not appropriate to discuss with a member of teaching staff or your tutor, then the complaint should be made to the Centre Manager or Deputy Centre Manager. Strategies to improve the situation or mediation between yourself and any other person causing your complaint should be suggested within this meeting. The process of mediation will involve a meeting between yourself, the member of staff that you wish to log a complaint against and the Centre or Deputy Centre Manager. You will be invited to bring a supporting parent or guardian to the meeting should you choose. The meeting will be documented and an outcomes letter with suggested strategies or a formal agreement will be posted to you within 5 working days of the meeting.

**Stage 3** - Should you feel that your complaint has not been resolved, please make a formal written complaint to either the Director of Programmes, Becca Walker, or the CEO's of SupaJam, Nick Stillwell and/or David Court. Complaints can be addressed either to SupaJam, St Mary's Road, Swanley, BR8 7TE or emailed to [nicks@supajam.com](mailto:nicks@supajam.com).

A fair and confidential investigation will be carried out and a full, impartial and reasoned reply will be provided to the complainant within 10 working days. SupaJam Education in Music and Media is committed to ensuring that no unfair treatment is given as a result of making a complaint.

**Stage 4** - If the College's complaints procedure has been exhausted and you are still dissatisfied, please contact the Department for Education and follow their complaints procedure: <https://www.ipsea.org.uk/complaining-to-the-department-for-education-about-a-school-or-college>. Alternatively if you would like to make a complaint about an SEN placement, please contact your local authority.

## Complaints about results

If your complaint is about external assessments, your tutor will contact the relevant awarding body on your behalf, following the RSL complaints policy documented on their website. <https://www.rslawards.com/about-us/policies-regulations/>.