

GRIEVANCE PROCEDURE

We would hope that any grievances may be resolved without the need for official action and we would always encourage any student who is facing an issue to approach us for a chat, so that we can try to resolve the situation quickly. However, if a student wishes to raise a grievance against The School or any staff member, there is a procedure in place to ensure that everyone involved is treated fairly and with respect. Any complaint made will be taken seriously and investigated carefully and sensitively.

INFORMAL COMPLAINT

If a student feels that they have been unfairly treated or has any other concerns about the running of The School or the delivery of the training, they may first decide to raise a concern or make an informal complaint. This may be done verbally or via email, and should be addressed to the Director or the Administrator.

Once a complaint has been made, the student will be invited to meet with either the Director or the Administrator (as appropriate) to discuss their complaint in more detail. Notes may be taken during the meeting to aid an investigation, but no details will be maintained on file in the case of an informal complaint. An investigation into the matter will then be made by the Director and/or Administrator, with the aim of resolving the matter informally. In certain circumstances it may be possible to involve a neutral third party (a mediator) to facilitate a resolution of the problem and this option will be discussed with the complainant if it is appropriate.

If a complaint is resolved informally, the alleged perpetrator(s) will not be subject to disciplinary sanctions. However, in exceptional circumstances (such as a serious allegation of sexual harassment or in cases where the behaviour has occurred before) we may decide to investigate further and take more formal action notwithstanding that the matter has been raised informally. We would always consult with the individual raising the complaint before taking this step.

FORMAL COMPLAINT

If informal resolution is unsuccessful or inappropriate, an individual may wish to make a formal complaint, in writing, to the Director or Administrator. This should include full details of the complaint, including specific examples where possible.

On receiving a formal complaint, an investigation will be carried out by the Director or Administrator (as appropriate) and this will be done as confidentially and sensitively as possible. The individual making the complaint may be asked to provide further details at this stage, to aid in the investigation.

Once an investigation has taken place, the Director or Administrator will meet with the individual to discuss their complaint and the findings of the investigation. At this meeting, the individual making the complaint may wish to be accompanied by another person, for example a tutor or fellow student. During the meeting, the Director or Administrator will explain the findings of the investigation and will outline any action to be taken as a result of the complaint. The individual raising the complaint will also be notified of this decision in writing.

If they are dissatisfied with the outcome, the individual will have the opportunity to appeal. Any such appeal should be made, in writing, within 7 days. At this stage, The School may choose to bring in a third party to help to review the appeal and the individual making the appeal will receive notification of the outcome in writing.

DISCIPLINARY PROCEDURE

We would hope not to need to instigate disciplinary action against anyone; however, this procedure is in place to protect the interests of those training and working at The School, to ensure that we are able to maintain a safe and supportive environment for all and that the training experience is not marred by the unacceptable or inappropriate behaviour of any individual.

In line with the Code of Conduct, behaviour that may lead to disciplinary action being taken might include (but is not limited to):

- Persistent non-attendance or lateness, having a detrimental effect on the experience of others in the group;
- Unacceptable or disruptive behaviour in classes or rehearsals;
- Bullying or harassment of other students or staff;
- Inappropriate use of language, for example the use of racist, homophobic, transphobic or ableist slurs;
- Persistent poor effort, for example a lack of preparation or an unwillingness to engage with the work.

If a student's behaviour is deemed to be unacceptable, there are a number of steps that may be taken. In most instances, these steps would be followed in order; however, in the case of a very serious disciplinary matter, steps one and two may be skipped.

STEP ONE - INFORMAL DISCUSSION

In the first instance, the student would normally be invited to have an informal chat with the Director, to discuss the area(s) of concern. The discussion would not be documented; however, a note would be made that the discussion had taken place. If it was felt that the matter had been sufficiently resolved then no further action would be needed.

STEP TWO - FORMAL DISCUSSION WITH VERBAL WARNING

If an issue cannot be resolved through an informal discussion, or the offence has been repeated, the student will be invited to a formal meeting with the Director, to discuss the area(s) of concern. At this stage, the student may choose to bring a third party (for example, another student) with them to the meeting. The Administrator may also be present. If deemed appropriate after discussion, the outcome of this meeting may be a formal verbal warning and this would be documented on file.

STEP THREE - FORMAL DISCUSSION WITH WRITTEN WARNING

If the student has already been issued with a formal verbal warning, or if their behaviour is deemed to be a very serious disciplinary matter, they will be invited to a formal meeting with the Director, to discuss the area(s) of concern. Once again, the student may choose to bring a third party with them to the meeting and the Administrator may also be present. If deemed appropriate at this stage, a formal written warning may be issued after the meeting and this would again be documented on file.

STEP FOUR - DISMISSAL

In extreme cases, and once all other means of resolution have been exhausted, a serious or repeated breach of the code of conduct may lead to a student being asked to leave the training. The student would have the opportunity to appeal the decision and such an appeal would need to be made in writing within 7 days. If an appeal is made, the Director will consider carefully any mitigating circumstances presented in the appeal and may choose to discuss the matter further with other staff members before meeting again with the student to inform them of the final decision.