



Student Complaints and Appeals Policy and Procedures

Next review date: June 2025

Statement of Intent

These regulations are designed for the proper management of IRIE! dance theatre's operations and affairs. The implementation of these policies serves to protect the interests of IRIE! dance theatre's beneficiaries, employees and members of the Board.

THESE REGULATIONS MUST BE OBSERVED AT ALL TIMES.

Having sufficiently rigorous controls in place provides protection for IRIE! dance theatre's property, its Staff, Trustees and Users and so these regulations must be observed at all times.

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1. Student Complaints

1.1 A complaint is defined as any expression of dissatisfaction with the standard of services provided by IRIE!, or with the actions or lack of actions by IRIE!'s members of staff. Grounds for complaint might include:

- Dissatisfaction with the standard of academic or service provision
- Dissatisfaction with the quality of supervision or tuition
- Issues of inappropriate conduct by a member of staff
- Failure, on the part of IRIE!, to meet stated obligations

1.2 Students need to officially raise the matter of concern with the IRIE! Student Welfare Officer who will then undertake its complaints procedure.

1.3 Upon completion of IRIE! Student Complaints and Appeals procedures, the students will be notified of the final outcome by the Student Welfare Officer and advised of their right of further review to IRIE!'s collaborative partner, Goldsmiths, University of London.

1.4 If the students remain dissatisfied at that point, they may request a review of their complaint:

- For non-academic matters the review will be conducted by IRIE!.

For academic matters (relating to the academic standards of the awards or the learning opportunities on the programme) students may refer the complaint to Goldsmiths for review. Their request needs to be received by Goldsmiths within one month of the date that IRIE!'s final outcome was issued. They can do this by emailing to Goldsmiths' Complaint and Appeals team at complaints@gold.ac.uk

1.5 The submission will need to be made on the basis of the following:

- There were procedural irregularities in the investigation of the complaint; or
- Fresh evidence can be presented which could not reasonably have been made available with submission of the complaint to IRIE!; or
- The outcome of the investigation was not reasonable in all the circumstances.

1.6 In conducting the review, Goldsmiths will consider whether the complaint was conducted in accordance with IRIE!'s students' complaints procedures and whether

the final decision was reasonable and in accordance with the facts of the case. The review stage will not usually consider the issues raised in the Stage Two complaint afresh or involve a further investigation.

1.7 The outcome of the review will be communicated to the student and a copy will be provided to IRIE! as well. The student will be advised that there is no further procedure internal to Goldsmiths for a complaint to be pursued.

A student will be issued with a "Completion of Procedure" letter if the matter is not resolved which will confirm that internal procedures have been exhausted; list the issues involved and dealt with, and the outcome; and inform the student of his or her right to approach the Office of the Independent Adjudicator (OIA), an independent agency established to consider complaints from students.

2.8 The OIA will only consider a complaint once the internal procedures of both IRIE! and Goldsmiths have been exhausted. In order to submit a complaint to the OIA a student must submit the completion of procedures letter, which will contain the contact details of the OIA.

2. Student Complaints Procedure

2.1 Introduction IRIE! hopes that any difficulty can be resolved in a friendly and informal way. Suggestions and comments can normally be recorded via feedback forms or students' representatives' meetings. Any student who seek to make a formal complaint will use the Complaints Procedure stages, as laid out in this document.

This procedure can be used by any student who has a complaint relating to another student, member of staff, or any matter relating to academic or non-academic service provision.

All complaints submitted in good faith will be considered fairly and any student who invokes the procedure will not be disadvantaged from having done so.

It is anticipated that most issues can be resolved in a friendly and informal way. Malicious complaints could lead to disciplinary action.

Throughout the process students may have a friend to accompany them at all meetings. These are the internal procedures of IRIE! – at no stage is legal representation invited for any party.

For all complaints the privacy and confidentiality of the complainant will be respected. If disclosure is necessary to progress a complaint, the student will be notified in advance.

Appeals against academic decisions in relation to grading of work are dealt with by the Academic Appeals Procedure.

2.2 Stage One: Front - line resolution

Students can initially raise the issue with IRIE! by contacting the IRIE! Student Welfare Officer with the aim of resolving things locally.

A resolution might be achieved by providing an on-the-spot explanation of why the issue occurred and/or (where appropriate) an apology and an explanation of what will be done to stop a similar situation happening in the future.

If student remains dissatisfied with the response, or if matters have not been satisfactorily resolved within two weeks of the problem having been raised, student may wish to progress the matter to Stage Two.

2.3 Stage Two: Formal Complaint

Students can submit a formal complaint to the IRIE! Student Welfare Officer if dissatisfied with the outcome of Stage One. They should normally do this within three months of the events they are complaining about.

For their complaint to be properly investigated, it is essential that students are specific when describing its cause and nature. Students should submit a formal complaint form to the student Welfare Officer. The Complaint Form is available from ba@iriedancetheatre.org

The IRIE! Student Welfare officer will acknowledge formal receipt of a complaint within 10 working days. If the complaints form has been correctly submitted, the student IRIE! Student Welfare Officer will notify students of next steps in the process. If incorrectly submitted students will be asked to resubmit the form providing full and detailed information.

An independent staff member (“Investigating Officer”) within IRIE!, will be appointed by the The Director of Accredited Training to investigate the case. The Investigating Officer will usually be a member of staff unrelated to the case involved.

Following investigation, the Investigating Officer will usually make a decision on the complaint. Normally the decision will be based on the evidence presented with the complaint form but more information or comments may be requested during the investigation.

IRIE!’s aims to resolve all complaints within 30 days of submission, though, in practice, this timeline may vary depending on the complexity of the complaint and the number of staff that need to be consulted in the investigation.

Upon completion of IRIE!’s Stage Two investigation, IRIE! will notify the student in writing of the final outcome. The outcome will also give information about the student’s right to take the complaint to the Stage 3 review stage, where appropriate

2.4 Stage Three: Review by Goldsmiths - Academic Related Matters

If a student is dissatisfied with the outcome of a Stage Two investigation, in cases of academic matters (relating to the academic standards of the awards or the

learning opportunities on the programme), the student may refer the complaint to Goldsmiths for review. This must be done within one month of the date student is notified of the Stage Two outcome. This can be done by contacting Goldsmiths' Complaints Team to request a review: complaints@gold.ac.uk

A request for review can only be considered if it is based on one or more of the following grounds:

- There were procedural irregularities in the investigation of the complaint.
- Fresh evidence can be presented which could not reasonably have been made available with submission of the Stage Two Complaint Form to IRIE!.
- The outcome of the investigation was not reasonable in all the circumstances. The review stage will not usually consider the issues raised in the Stage Two appeal afresh or involve a further investigation.

In conducting the review, Goldsmiths will consider whether the complaint was conducted in accordance with the Student Complaints Procedures and whether the final decision was reasonable and in accordance with the facts of the case.

The outcome of the review will be communicated to the student (and a copy provided to IRIE!). Goldsmiths will issue the student with a 'Completion of Procedure' letter if the matter is not resolved which will confirm that internal procedures have been exhausted; list the issues involved and dealt with, and the outcome; and inform you (student) of your right to approach the Office of the Independent Adjudicator (OIA).

The OIA is based in the UK and is an independent agency that has been established to review student complaints about higher education providers, including complaints relating to validated degree programmes leading to awards made by UK higher education institutions such as Goldsmiths.

2.5 Stage Three: Review by IRIE! – Non-academic Related Matters

IRIE!'s internal review process will apply to complaints relating to non-academic matters. If a complaint should contain both academic and non-academic elements the processes listed under 3.5 and 3.6 of this document may be deployed in parallel. Academic matters are limited to issues related to the academic standards of the awards or the learning opportunities on the programme.

IRIE!'s Student Welfare Officer, in conjunction with the Director of Accredited Training and The CEO of IRIE! will further investigate the grounds of the complaint for non - academic related matters.

Non - academic related matters complaints include but are not limited to:

- admissions, marketing and recruitment

- estates and facilities, including catering
- financial matters
- computing and information technology (except where this will have an impact on students learning e.g. VLE)
- student affairs
- other matters

The internal process for reviewing non - academic related matters within IRIE! consists of the following steps:

- Step 1: If after the outcome of the informal resolution, the student remains dissatisfied and the matter remains unresolved, student should submit their written complaint to the Student Welfare Officer, who must inform the student of the outcome and the measures taken as a result of the complaint within 7 days of the submission of the written complaint.
- Step 2: If after the completion of Step 1, the student is still dissatisfied and the matter remains unresolved, they should submit their written complaint to an independent member of staff within IRIE!, who is appointed by the director of Accredited Training. The independent member of staff must inform the student of the outcome and the measures taken as a result of the complaint within 10 days of the submission of the written complaint.
- Step 3: If student is not satisfied with the decision received in the previous step, student should resubmit the complaint, along with the response of the independent member of staff within five days of receipt, to the Director of Accredited Training. The Director of Accredited Training will review the complaint with the CEO of IRIE! and, where necessary, make recommendations for further action. Normally in 5 working days, the Director of Accredited Training provides a response in writing to the issues raised by the student.

3. Academic Appeals

3.1 IRIE!'s students have the right to appeal decisions made by the academic bodies of IRIE! which relate to the outcome of an assessment or examination.

3.2 Final decisions on marks and degree classifications are made by the Board of Examiners and Transcripts are published at the end of each academic year. Students are permitted to appeal within 15 working days of receipt of release of results by the Board of Examiners. This deadline will be communicated to all students by IRIE!.

3.3 Students may appeal on one of the following grounds:

- The academic/examination performance of the student was adversely affected by illness (verified with an appropriate medical certificate). In such cases students will be required to show why their circumstances were not made known to IRIE! via the Extenuating Circumstances policy and procedures for a demonstrated, valid and over-riding reason.
- The assessment was not carried out in accordance with the applicable specifications and regulations of the assessment.
- There was an administrative error relating to the assessment result.
- For a student with a special educational need or other disability, the assessment of was not correctly set up in accordance with the learning needs of the student, or the support that had been identified or the agreed assessment procedures for that student had not been provided or implemented

There is no right of appeal against the academic or professional judgement of assessors in relation to marks, grades, progression or award.

3.4 Upon completion of all stages of the IRIE! appeals process, the student will be informed in writing of the decision of IRIE! by the Student Welfare Officer and the reason for that decision, no later than five (5) working days after a decision is reached. The student will be advised of their right of further review to Goldsmiths, and the basis on which such an appeal can be made.

3.5 If dissatisfied with the outcome of the IRIE! process, the student may, within one month following notification of that decision, submit a request for review of the decision of IRIE! regarding academic / examination performance to the Goldsmiths' Complaints and Appeals team at appeals@gold.ac.uk

3.6 Upon receipt of a request for review at Goldsmiths in relation to academic disciplinary procedures or any matter of academic misconduct, Regulation 3.8 of Goldsmiths' General Regulations regarding Academic Integrity will apply. The Goldsmiths General Regulations are published at: <http://www.gold.ac.uk/governance/>

4. Academic Appeals procedure

4.1 Stage One: Informal resolution

Stage One allows an opportunity for an informal resolution at IRIE!. It can often be helpful to seek clarification of an assessment outcome or examination board's decision or discuss student's concerns with a member of staff such as the students personal tutor. This can provide an opportunity to explain how the decision was reached and what may be achievable before you decide whether to submit a formal appeal at Stage Two.

If a student remains dissatisfied with the response, or if matters have not been satisfactorily resolved within two weeks of the problem having been raised, a student may wish to progress the matter to Stage Two.

4.2 Stage Two: Formal Appeal

If after the outcome of the informal resolution, the student remains dissatisfied and the matter remains unresolved, student should submit their written appeal to the IRIE! Student Welfare officer by the published deadline, clearly stating the grounds for appeal and accompanied by supporting documentary evidence.

The appeal form will be made available from the BA Office and the IRIE! Student Welfare Officer will acknowledge receipt of the appeal within 5 days of submission.

Following submission of an appeal, The IRIE! Student Welfare Officer will consider each submission and make an initial determination on whether sufficient information has been provided on one or both of the grounds for appeal supporting further consideration.

Where insufficient evidence has been provided the appellant will be notified within 10 days with the reason why their appeal has been rejected. An appellant whose appeal has been rejected may be entitled to request a review of that decision under Stage 3: Review below.

Where sufficient evidence has been provided, the following action will be taken:

Administrative Error

- in the event of a material administrative error connected with the calculation of marks and/or award, immediate corrective action can be taken by the Chair of the Board of Examiners. A recommendation will be made to the Chair of the Board of Examiners by IRIE! Student Welfare Officer.

Material error in the conduct of the assessment

- for appeals made on the grounds of error in the conduct of the assessment, the appeal will be referred to a panel consisting of Director of Accredited Training and two members of academic staff not related with the case.

The student may be invited to an academic appeal hearing to present their case. The hearing will not be invalidated or postponed by reason of the absence of the student provided that the student has been given 7 days' notice of the date and time of the hearing.

In the event that the grounds for appeal have not been met the appeal will be rejected and clear reasons will be provided to the student in writing.

In the event that one or both of the grounds for appeal have been met one of the following recommendations will be made to the Chair of the Board of Examiners;

Allow the appellant to re-sit some or all failed assessments as a first or additional attempt, where necessary reinstating him/her on the programme; OR

Refer the case back to the Board of Examiners with commentary.

The appeal outcome will not lead to any alteration to the original marks.

The student will be notified of the decision within 7 days of any appeal hearing.

Previously undisclosed extenuating circumstances

- for appeals made on the grounds of previously undisclosed extenuating circumstances, the appeals will be referred to IRIE! Student Welfare Officer

The appeal will be considered in line with the Policy and Procedure for consideration of Extenuating Circumstances.

Once a decision has been reached, a recommendation will be made to the Chair of the Board of Examiners.

4.3 Stage Three: Review

If student is unhappy with the Stage Two outcome, student may request that Goldsmiths undertakes a final internal review of student's appeal. Student must complete a Stage Three Request for Review form and attach any supporting evidence within one month of the date of the Stage Two decision. Requests received later than this will normally not be considered. The Stage Three Request for Review form is published on Goldsmiths' webpage:

<https://www.gold.ac.uk/students/appealsandcomplaints/studentappeals/>

A review will not normally include another investigation and can only be considered if it is based on one or more of the following grounds:

- There were procedural irregularities in the conduct of the appeal
- Fresh evidence can be presented which could not reasonably have been made available with submission of the Stage Two appeal to IRIE!.
- The outcome of the appeal was not reasonable in all the circumstances

The outcome of the review will be communicated to the student (and a copy provided to IRIE!). Goldsmiths will issue the student with a 'Completion of Procedure' letter if the matter is not resolved which will confirm that internal procedures have been exhausted; list the issues involved and dealt with, and the outcome; and inform you student of your right to approach the Office of the Independent Adjudicator (OIA).

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