



SCREEN & FILM SCHOOL STUDENT COMPLAINTS FORM GUIDANCE

Complaints Procedure

Please ensure that you have read and understood the student complaints procedure. These can be found on the Screen & Film School website.

Help and Guidance

If you are considering making a complaint you are strongly advised to talk to one of the following. They can advise you on how to deal with your complaint, help to resolve it informally and, if necessary, support you in the process of making a formal complaint.

- Student Support Officer
- Your Course Leader
- The Head of Student Services
- The Head of Education
- The College Principal
- One of your Student Representatives

What the Complaints Procedure Covers

The following list indicates examples of the type of complaint covered by the procedure:

- Poor teaching or supervision
- Misleading information in prospectuses or in advertising or promotional material
- A failing in a Screen & Film School (SFS) service, academic or non-academic
- Inadequate facilities
- The behaviour of a member of SFS staff

What the Complaints Procedure Does Not Cover

A request for a review of a decision of an academic body (e.g. Examination Board) regarding student progression, assessment and award. This is defined as an Appeal and is dealt with under the separate **Appeals Procedure**.

Complaints against another student. These are dealt with under the separate **Student Disciplinary Procedures**.

Informal Process

Wherever possible, before starting a formal complaint, issues should be raised immediately with the member of staff responsible, or with a member of the Student Support team, with the aim of resolving the problem directly and informally: This will generally be an oral process and a written record will not be made.

Timeliness

It is important that complaints are submitted in a timely manner, it is common policy amongst awarding institutions that complaints should be submitted within **90 days** of concluding the informal



process. Late submissions are unlikely to be considered unless you can provide sufficient evidence of mitigating circumstances.

You will be informed, in writing, of the outcome of your complaint. It is our aim to resolve most formal complaints **within 28 days**. You will be informed if, for any reason, there is likely to be any delay in the process.

E-mail Address Guidance

It is strongly advised that you use your SFS student e-mail address throughout the complaint/appeal process as all traffic between SFS email accounts is encrypted by default. If you elect to use a non-SFS e-mail address we will use this for all communications that do not include sensitive personal information. When we need to send files that contain sensitive personal details we will send them to your SFS student e-mail account and send a notification to your chosen personal email address.

If you do not have a current SFS student e-mail address it is important that you supply us with a mobile phone number. In these cases, files containing sensitive data will be encrypted using a password, this password will be sent to you via text message.



SFS Student Complaints Form

Section 1:

S1.1 Personal Details	
Title:	
Surname/Family name:	
First Name(s)/Given name(s):	
Student ID Number:	
E-mail Address: (please see e-mail address guidance above)	
Mobile:	

S1.2 Term Time Address			
Address:			
Town:		County:	
Country:		Postcode:	
Landline:			

S1.3 Non-Term Time Address (If Different)			
Address:			
Town:		County:	
Country:		Postcode:	
Landline:			

S1.4 Preferred Method of Contact	
E-mail <input type="checkbox"/>	Post <input type="checkbox"/>

S1.5 Reasonable Adjustments
If you have a disability which means there are adjustments you would like us to consider making to our process, please indicate these here. (If necessary, we will contact you to discuss this in further detail.)

Note: If your contact details change at any point during the complaints process it is important that you notify the member of staff dealing with your complaint at the earliest opportunity. Furthermore you need to inform the member of staff dealing with your complaint if you are going to be away and unable to be contacted during the complaints process.

Section 2 (Optional):

As part of the complaints process you are entitled to appoint a representative to act on your behalf.

This is entirely optional and is meant to help students who don't feel able to engage with the complaints procedure themselves.

If you elect to appoint a representative SFS will only communicate with your representative throughout the process. A close family member would be the best choice but you are free to choose anyone appropriate who is willing to act on your behalf and is able to put your case forward.

The following people would not be appropriate representatives:

- Any legal representative
- Your Doctor
- A member of SFS staff

S2.1 Your Representative			
Title:			
Surname/Family name:			
First Name(s)/Given name(s):			
Address:			
Town:		County:	
Country:		Postcode:	
Landline:		Mobile:	
E-mail Address:			

S2.2 Preferred Method of Contact For Your Representative	
Email <input type="checkbox"/>	Post <input type="checkbox"/>

Note: If your representative's contact details change at any point during the complaints process it is important that you, or your representative, notify the member of staff dealing with your complaint at the earliest opportunity. Furthermore you, or your representative, need to inform the member of staff dealing with your complaint if your representative is going to be away and unable to be contacted during the complaints process.



Section 3:

S3.1 Course Information	
On which course are/were you enrolled?	
Which year did you start this course?	
If you have finished or withdrawn from the course, when did this happen?	

Section 4:

S4.1 Your Complaint	
Please give a clear account of your complaint in as few words as possible.	
Date of incident:	



S4.2 Informal Process

Wherever possible complaints should be raised immediately with the member of staff responsible, or with a member of the Student Support team, with the aim of resolving the problem directly and informally. Please outline any informal steps that you took and why you were dissatisfied.

**Name of the person
you contacted:**

**Approximate date
informal process was
concluded:**

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S4.3 Resolution

Please outline how you think this issue could be resolved if we uphold your complaint.

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Section 5:

S5.1 Supporting Evidence	
Please list below the evidence you will be attaching to this form to support your complaint. It is the student’s responsibility to ensure that all relevant evidence is sent with their complaint.	
Type of Evidence (e.g. Medical certificate, course handbook, etc.)	Date

Section 6:

Student

By signing this form, you are agreeing that Screen & Film School can hold and process the data you have submitted for the purposes of investigating your complaint/appeal. You are also agreeing that data already submitted to Screen & Film School by you for other purposes (Such as mitigating evidence claims or assessment scripts) may be collected and processed as evidence as part of the investigation.

The data collected as part of the complaints/appeals process, will be held for 15 months from the date the process concludes with Screen & Film School (Including any reviews you may request). After this time any data held by the complaints and appeals process will be deleted or anonymised. Data from other procedures that has been used in the investigation process may continue to be held by the original procedure however copies held by the complaints and appeals process will be deleted. If the complaints or appeal process needs to keep data for longer that the 15-month period you will be informed.

Only when necessary, information from your complaint/appeal may be shared with members of staff for the purpose of conducting the investigation and where possible this will be anonymised. If you submit a request for review to your awarding university or the Office for the Independent Adjudicator (OIA) who are the regulatory body for complaints and appeals in UK Higher Education, data submitted and processed as part of your appeal will be shared with the relevant organisation to facilitate their investigation. You will not be disadvantaged in anyway by raising a complaint against a member of staff however, in order to provide a process that is fair to both parties, staff members will have the right to see allegations made against them as necessary for them to respond fully. Usually your name and excerpts of section S4.1 of this form will be disclosed to them.



If you are submitting electronically type your name in the signature box.

Signature	
Date	

Representative (if applicable)

By signing this form, you are agreeing that Screen & Film School can hold and process the data you have submitted for the purposes of processing the complaint/appeal. Your information will only be used in relation to this appeal/complaint. Data may be shared with the OIA or the awarding university if a review is requested but will not be shared with any other third parties. Data will be held for 15-months from the date the process concludes.

If you are submitting electronically type your name in the signature box.

Signature	
Date	

Please return this form along with any supporting evidence to:

quality@brightonfilmschool.co.uk

-or-

ADQA Department – Complaints and Appeals
Screen & Film School
84-86 London Road
Brighton
BN1 4JF

Office use only	
Complaints ID Number	
Date Received	