

# Student Complaints and Appeals Policy

**August 2020**

(Next review date August 2021)

## **Complaints Procedure:**

SupaJam Education in Music and Media is committed to providing a high quality education for all students, in a safe environment and in line with our ethos. However, should any problems occur, students have the right to make a complaint. SupaJam will respond to the complaint with care and concern, looking to resolve the problem as quickly and effectively as possible.

### **Making a complaint:**

**Stage 1** - If you have a problem, please try to discuss this with a member of the teaching staff such as your teacher. Ways to resolve your issue should be suggested within this meeting by the member of staff you are speaking to. The member of staff may also make a note of your complaint.

**Stage 2** - If this discussion does not solve the problem, or you do not feel able to discuss it with a member of teaching staff, then the complaint should be made to the Centre Manager or Safeguarding Lead.

If your complaint is against another student or member of staff, the Centre Manager/ Safeguarding Lead may suggest a mediation meeting, if appropriate. This meeting will involve yourself and the person you are making the complaint against, to give you both the chance to air your problem and find a solution together. Should you wish to bring a supporting guardian to the meeting, you will be able to do so. An outcome will be agreed at the meeting and the meeting will be documented.

**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 CEOs 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:

[becca.walker@semmuk.com](mailto:becca.walker@semmuk.com)

[david@semmuk.com](mailto:david@semmuk.com)

[nick@semmuk.com](mailto:nick@semmuk.com)

A fair and confidential investigation will be carried out and you will receive a reply within 10 working days.

**Stage 4** - If SupaJam'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.

## Appeals:

Within SupaJam, we practice a robust quality assurance process that ensures a standardised and consistent approach when awarding grades for student work. However, there may occasionally be a time when a student does not feel that their work warrants the grade that they have been given, and they wish to appeal. In this instance, the student should discuss their concerns with their teacher, who will liaise with the point of contact for RSL, the Director of Programmes, or the point of contact for NCFE, the Centre Manager for Canterbury. These staff will discuss the concerns with the student and can support the student to appeal the grading decision.

However, if the student does not feel that the staff of SupaJam have appropriately dealt with their grading concerns, they can go to the awarding body directly. For complaints about external assessments, awarding bodies will have their own appeals process. Within SupaJam, the music diplomas are awarded by RSL. Maths and English qualifications are awarded by NCFE.

Relevant policies that you may find useful on the RSL website ([rslawards.com](http://rslawards.com)):

- 1) Complaints Policy
- 2) Diploma Appeals Policy
- 3) Malpractice Policy
- 4) Conflict of Interest Policy

Relevant policies that you may find useful on the NCFE website ([qualhub.co.uk](http://qualhub.co.uk))

- 1) Appeals Policy
- 2) Complaints Procedure
- 3) Conflict of Interest Policy