

## **Student Complaints Guidance**

This guidance and associated form is for use by students enrolled on courses leading to a BIMM Award (students enrolled at a BIMM Institute, ICTheatre, Performers' College or its franchise partner, Screen & Film School – collectively referred to as “The Institute”), as well as those enrolled on a course leading to a University of Sussex award.

Any other students should contact their Course Leader in the first instance.

Please ensure that you have read and understood the Academic Appeals Procedure, which can be found on our website.

### **Informal Process**

Wherever possible, if you are considering making a complaint, you are strongly advised to talk to one of the following postholders. They can advise you on how to deal with your appeal and help to resolve it directly and informally in the first instance - if necessary, they can support you in the process of making a formal appeal:

- Student Support Advisor
- Course Leader
- Head of Student Services
- College Principal
- One of your Student Representatives.

### **Timelines**

It is important that complaints are submitted in a timely manner - 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 **within 28 days**. You will also be informed if, for any reason, there is likely to be any delay in the process.

### **E-mail address guidance**

You are strongly advised to use your student e-mail address throughout the academic appeal process, as all traffic between Institute staff and student email accounts is encrypted by default. If you elect to use a non-student 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 student e-mail account and send a notification to your chosen personal email address.

If you do not currently have a 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.



**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, the Institute 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 the Institute staff

<b>S2.1 Your Representative</b>			
Title:			
Surname/Family name:			
First Name(s)/Given name(s)			
Relationship to student			
Address			
Town		County	
Country		Postcode	
Landline:		Mobile*:	
E-mail Address:			

<b>S2.2 Preferred Method of Contact for Your Representative</b>	
E-mail	Post

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.

\*A mobile phone number is required as documents will be emailed in an encrypted format and the password will be sent via text.



**Section 3:**

<b>S3.1 Course Information</b>			
At which College are/were you enrolled?	BIMM Berlin	BIMM Birmingham	BIMM Brighton
	BIMM Bristol	BIMM Dublin	BIMM Hamburg
	BIMM London	BIMM Manchester	ICTheatre Brighton
	ICTheatre Manchester	Performers College	Screen & Film School
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?  <i>Please provide details of how you were withdrawn, if applicable (e.g. via Exam Board or SARC)</i>			



**Section 4:**

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

<b>S4.2 Informal Process</b>			
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.			
<b>Name of the person you contacted:</b>		<b>Approximate date informal process was concluded:</b>	

<b>S4.3 Resolution</b>
Please outline how you think this issue could be resolved if we were to uphold your complaint.



**Section 5:**

<b>S5.1 Supporting Evidence</b>	
Please list below the evidence you will be attaching to this form - It is your responsibility to ensure that all relevant evidence is sent in support of your complaint.	
<b>Type of Evidence (e.g. Medical certificate, course handbook, etc.)</b>	<b>Date</b>



**Section 6:**

**Student declaration**

By signing this form, you are agreeing that the Institute can hold and process the data you have submitted for the purposes of investigating your complaint. You are also agreeing that data already submitted to the Institute 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 process will be held by the Institute for 15 months from the date the process concludes (this will also include any reviews you may request) after which time will be deleted or anonymised (although data from other procedures that has been used in the investigation process may continue to be held). If the complaints process requires us to keep data for longer than the 15-month period, you will be informed.

If necessary, information from your complaint 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 the University of Sussex (if applicable) or the Office for the Independent Adjudicator (OIA), the regulatory body for complaints and appeals in UK Higher Education, then any data submitted and processed as part of your complaint 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.**

<b>Signature</b>	
<b>Date</b>	

**Representative (if applicable)**

By signing this form, you are agreeing that the Institute can hold and process the data you have submitted for the purposes of processing the complaint. Your information will only be used in relation to this complaint. Data may be shared with the OIA (or the University of Sussex, if applicable) 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.**

<b>Signature</b>	
<b>Date</b>	

Please return this form along with any supporting evidence to: [cap@bimm.co.uk](mailto:cap@bimm.co.uk)

<b>Office use only</b>	
Complaints ID Number	
Date Received	