



Complaints Policy

Last updated: Jan 2026

Introduction:

Bristol School of Acting (BSA) welcomes all feedback, whether positive or negative, and considers this to be a valuable source of information that will contribute to the School's continuous improvement of its services and the student experience. The information provided here offers guidance to students, staff and members of the public on how to raise a concern with the School.

Please note: BSA is a Post-16 provision of Digitech Studio School



Making a complaint

For students, staff and visitors to the School:

- **Report or Support**

For reporting incidents that may include bullying and harassment, discrimination, mental wellbeing, sexual assault or sexual harassment; students should contact their course leader/course manager in the first instance. Your course leader/manager will discuss how to support you, deal with your complaint and agree what should happen next

- **Complaints Against Students**

The School's working disciplinary procedure is used to consider allegations of non-academic misconduct by students. The procedure defines what counts as misconduct and explains the various roles involved in considering allegations, the range of penalties that may be imposed, avenues of appeal and reporting and monitoring arrangements. Please raise your complaint with your course leader/course manager in the first instance.

- **For Members of the Public**

The School supports student residents and permanent residents living in the community of Bristol. For any complaints regarding Bristol School of Acting students living within residential areas, please contact us via this [email address](#).

To help facilitate an efficient and timely process for the complainant, the Student Complaints Procedure (below) should be referred to before raising a concern either informally or formally.

Students are strongly encouraged to seek advice both prior to and during the use of the Procedure from their personal tutor or supervisor, course leader/course manager or BSA's Safeguarding Lead.

Matters of concern should be raised at the earliest opportunity and in any case no later than three months from the complainant becoming aware of the event, or sequence of events, giving rise to the complaint. Only exceptionally, and at the School's discretion, will a complaint raised after this timeframe be considered.



- **Stage One (Local, Informal Resolution)**

A Stage One complaint involves raising awareness of the issue at the earliest opportunity, either in writing or verbally, and discussing it with the relevant staff in the School. The majority of cases are satisfactorily resolved in this way.

- **Stage Two (Formal)**

When a complaint cannot be dealt with locally and informally to the satisfaction of the complainant, they may submit a Stage Two (Formal) complaint.

The details of this complaint **MUST** cover the following and should be submitted by the complainant to your Course Leader or Course Manager:

- Your contact details
 - Details of Stage One (see above) investigation and attempted resolution
 - Details of why you are unsatisfied with the outcome
 - A dated log of any actions related to this complaint; including sending or receiving key email correspondence, meetings and phone calls.
 - A complete and thorough account of your complaint. Please include details of the services or staff members involved, what happened and when, and reference any supporting evidence that you would like to provide once we receive your complaint.
 - Your desired outcome - i.e. what would be a positive outcome?
 - Relevant supporting evidence/documents
 - Your confirmation of the following statements
1. I declare that the above information is accurate to the best of my knowledge, and that I would be willing to answer further questions relating to it if necessary
 2. I confirm that details of this complaint can be shared with relevant staff members
 3. I confirm that the Complaints Officer may access my student data to be used in anonymised complaints monitoring and reporting
 4. I confirm that I have the consent of all students listed in this group to submit this complaint in their name

A Stage Two (Formal) complaint must be submitted in writing to your Course Leader or Course Coordinator, covering the areas above. The objective of a Complaint structured in this way is to encourage the complainant to provide precise details of the nature of the complaint, summarise the outcome of Stage One, identify the incident and/or persons involved, and specify the desired outcome.

Where a Stage Two (Formal) complaint is eligible for consideration under the Complaints Procedure, an investigation will be initiated. An investigating member of staff will not have had any direct involvement in the matter being investigated.

The School must receive the Stage Two (Formal) complaint within 10 working days of the date of the outcome of Stage One, as determined by the School. Where an issue is raised formally before a reasonable attempt has been made for local informal resolution,



the School may refer the matter back to Stage One. Only in exceptional circumstances will the School permit Stage One to be bypassed.

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- **Stage Three (Review)**

A review of the findings of the Stage Two (Formal) complaint may be allowed, subject to the discretion of the School.

An application for review must be requested in writing (together with a copy of the original complaint and the Stage Two outcome letter) and received by the School within 10 working days from the date of the written notification of the Stage Two outcome. The grounds for review must be clearly stated as part of the application, in accordance with the Procedure.

Contact us

For further clarification regarding the School's Complaints Procedure, please email your Course Leader or Course Coordinator.