



Complaints and Appeals Policy

Effective Date: 01 January 2022

1. Introduction

Platinum Academy of Performing Arts (“Platinum Academy”, “we”, “us” or “our”) has set out in this document our procedure for dealing with Complaints and Appeals.

If you have any comments or questions about this Complaints and Appeals Policy, feel free to contact us at admin@platinumacademy.co.uk

2. Definitions

Concern: an expression of worry or doubt over an issue considered to be important for which reassurances are sought.

Complaint: an expression of dissatisfaction however made, about actions taken or lack of action.

3. Stage One – Informal Resolution of Concerns

It is recognised that from time to time, students, parents/carers may have normal and legitimate concerns about progress, achievement, welfare or other concerns about Platinum Academy. You are encouraged to make those concerns known to Platinum Academy so that they can be addressed.

The sooner such concerns are raised, the easier it is for an appropriate resolution to be found. A concern may be raised with any member of staff. If the member of staff is not able to resolve the matter, they will refer you to the appropriate person.

4. Stage Two – Formal Complaint

If the matter cannot be resolved informally or in the event that you are not satisfied, you may make a formal complaint to admin@platinumacademy.co.uk for the attention of the Principal.

In most cases, the Principal will conduct an investigation in order to understand the circumstances surrounding the complaint. We will aim to respond to your complaint within five working days. If necessary, the Principal may, within reason, request additional time, of which you will be kept informed.

5. Stage Three - Appeal

If you are dissatisfied with the way in which your complaint has been dealt with, you can take your complaint to the next stage of the procedure.

You should put your complaint in writing for the attention of the Principal via admin@platinumacademy.co.uk

The decision of the Principal is final.

6. Updates to this Policy

We may update this Complaints and Appeals Policy from time to time. When we make changes, we'll update the 'Effective Date' at the top of the Policy. We encourage you to check back periodically to review this Policy for any changes since your last visit.