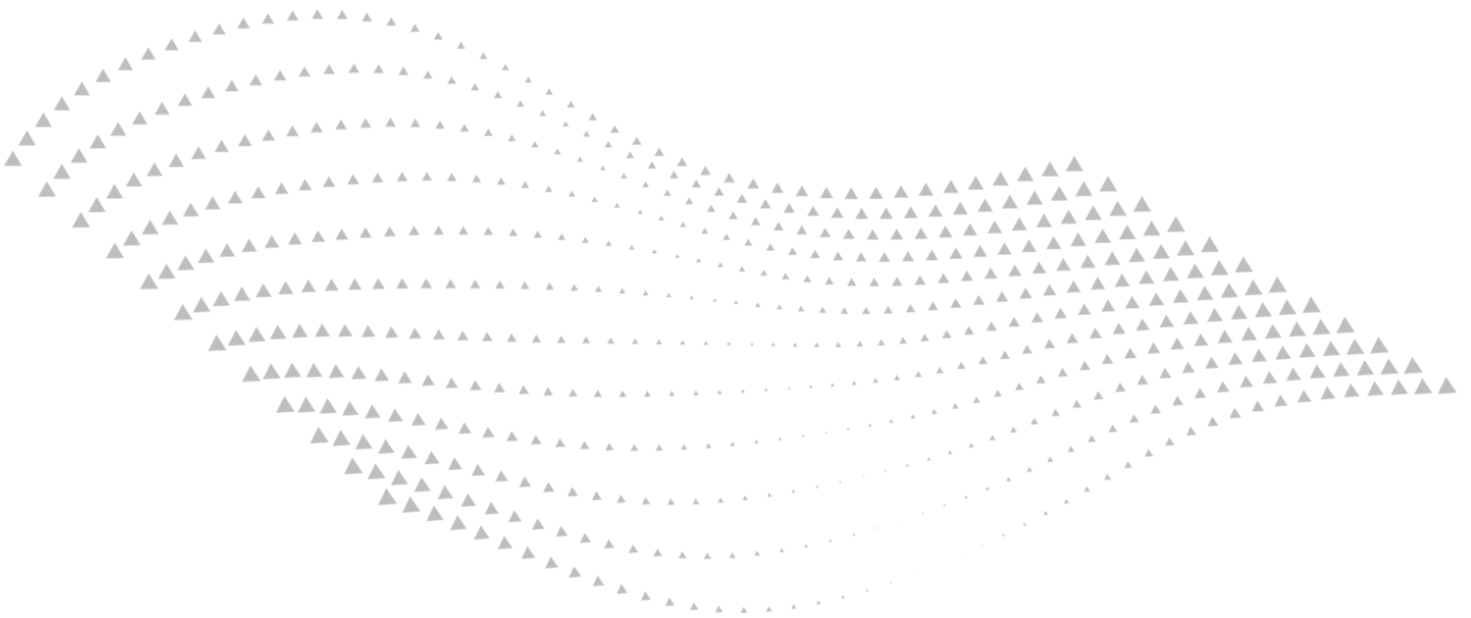




# Complaints from the General Public



Last approved: July 2020

Approved by: Academic Board

Next review due: September 2024

## 1. Overview

### Introduction

- 1.1. MetFilm School (the School) works to create a positive environment for all staff, students and members of the general public who have contact with the School.
- 1.2. The School recognises that, on occasion, legitimate complaints may be raised by individuals in relation to their experiences of services or facilities provided by the School, their experiences on School premises, or in relation to interactions with our students. The School takes complaints and feedback from all individuals seriously and acknowledges that lessons can be learnt from them, to inform improvements.

## 2. Scope

- 2.1 This policy applies to members of the general public only.
- 2.2 This policy does not extend to School staff. Staff wishing to provide feedback or make a complaint should contact the People Team in the first instance ([people@bimm.ac.uk](mailto:people@bimm.ac.uk)).
- 2.3 This policy does not extend to complaints by parents or guardians on behalf of registered students of the School. Registered students of the School, alumni and applicants should make their own representations under the Student Complaints, Concerns and Appeals Policy.

## 3. Principles

- 3.1 The principles underpinning the policy on Complaints from the General Public are that:
  - the policy encourages informal resolution of complaints;
  - the policy provides for timely and proportionate consideration and resolution of complaints;
  - the policy respects the confidentiality of complainants;

## 4. Making Your Complaint

### Informal Resolution – Stage 1

- 4.1 Most problems and issues are straightforward and can be resolved very quickly. Issues should be raised at the time they arise and be resolved with the member of staff most directly involved with the concern raised.
- 4.2 Members of the general public who are unsure whom to contact about their complaint can also raise an informal complaint in writing by emailing: [met-complaints@metfilm.ac.uk](mailto:met-complaints@metfilm.ac.uk)
- 4.3 Our staff will aim to respond to your communication, usually within 5 working days. When you write to the complaints team, we will discuss your complaint with you and can contact members of staff informally on your behalf to try to resolve your concerns.
- 4.4 If you are not happy with the result of this process you can escalate the matter to a formal complaint.

### Formal Complaint – Stage 2

- 4.5 The formal complaints process is reserved for matters that could not be resolved satisfactorily through informal resolution.
- 4.6 We cannot normally consider formal complaints made more than 20 days from the matter or issue that is the subject of the complaint.
- 4.7 To make a formal complaint you should complete a complaints form, which you can find in the Student Concerns, Complaints & Appeals section on this page: [Policies and Key Documents - MetFilm School](#)
- 4.8 Key information we ask for includes:
- the background to your complaint
  - details of the informal attempts you have made at resolving the complaint and details of the member of staff you discussed the matter with
  - why any outcomes of the informal attempts are not satisfactory
  - the desired outcome of your complaint
- 4.9 Upon receipt of your form the complaints team will decide whether an investigation is required based on your evidence. If we believe that you haven't exhausted the informal complaints procedure we may ask that you attempt informal resolution before we take the matter forward formally.
- 4.10 We reserve the right not to investigate where we judge that the informal resolution response has been reasonable or where there is no evidence to support the complaint.
- 4.11 We reserve the right to decline to consider complaints that are frivolous, vexatious, defamatory or abusive in nature, are malicious or pursued by the complainant in an unreasonable manner.
- 4.12 We will advise you of next steps usually within 10 working days of the receipt of your complaint form.

### **Confidentiality and anonymity**

- 4.13 The School cannot consider anonymous complaints, or complaints made on behalf of anonymous complainants.
- 4.14 The School aims to treat information about members of the public making complaints, and individuals against whom complaints are made, sensitively and confidentially, unless disclosure is necessary to progress or resolve the complaint, or where it is required by law or in the public interest.
- 4.15 In submitting a complaint the complainant understands that their complaint will be shared with the member of staff responsible for investigating the matter. The content of their complaint may need to be disclosed to other relevant staff in order for the complaint to be investigated and/or resolution sought. An individual against whom a complaint is made also has the right to be made aware of the complaint against them and the evidence in support of it.
- 4.16 Complainants should avoid disclosing unnecessary personal information (e.g. medical conditions etc.) in their complaint unless they feel that it is relevant to the issues raised. Complainants must also avoid disclosing personal data of other individuals in their complaint unless they have been given permission by them to do so.

## The Investigation process

- 4.17 If your complaint falls within the scope of this policy, and an investigation is required, you will be told that an investigation will be carried out and given a date by which you should receive a report on your complaint. The investigation will be carried out by a relevant member of staff and will normally be completed within 30 working days of the date your complaint is referred to that member of staff.
- 4.18 After the investigation you'll receive a written report of findings and conclusions. Possible outcomes include:
- Your complaint is rejected
  - Your complaint is upheld and recommendations for resolving your complaint are proposed.
  - Your complaint is partly upheld and recommendations for resolving the upheld elements are proposed.
- 4.19 The written report will conclude your complaint, and the matter will be considered closed. The School will not normally enter into further correspondence with you once your complaint has been closed and we will not normally reopen complaints we have previously considered and concluded through this process.

## 5. Recording Complaints and Learning from Them

- 5.1 The School records complaints made by members of the general public in limited detail, sufficient for analysis and reporting to allow the causes of complaints to be identified, addressed and, where appropriate, for training opportunities and improvements to be introduced.
- The School will keep and dispose of records relating to public complaints in accordance with our owner, BIMM Group's data protection policies. More information can be found on the [policies and key documents web page](#).