



**Oriental Fine Arts Academy of London (OFAAL) ®**

Founded: 1993, Registered Charity No: 1103602

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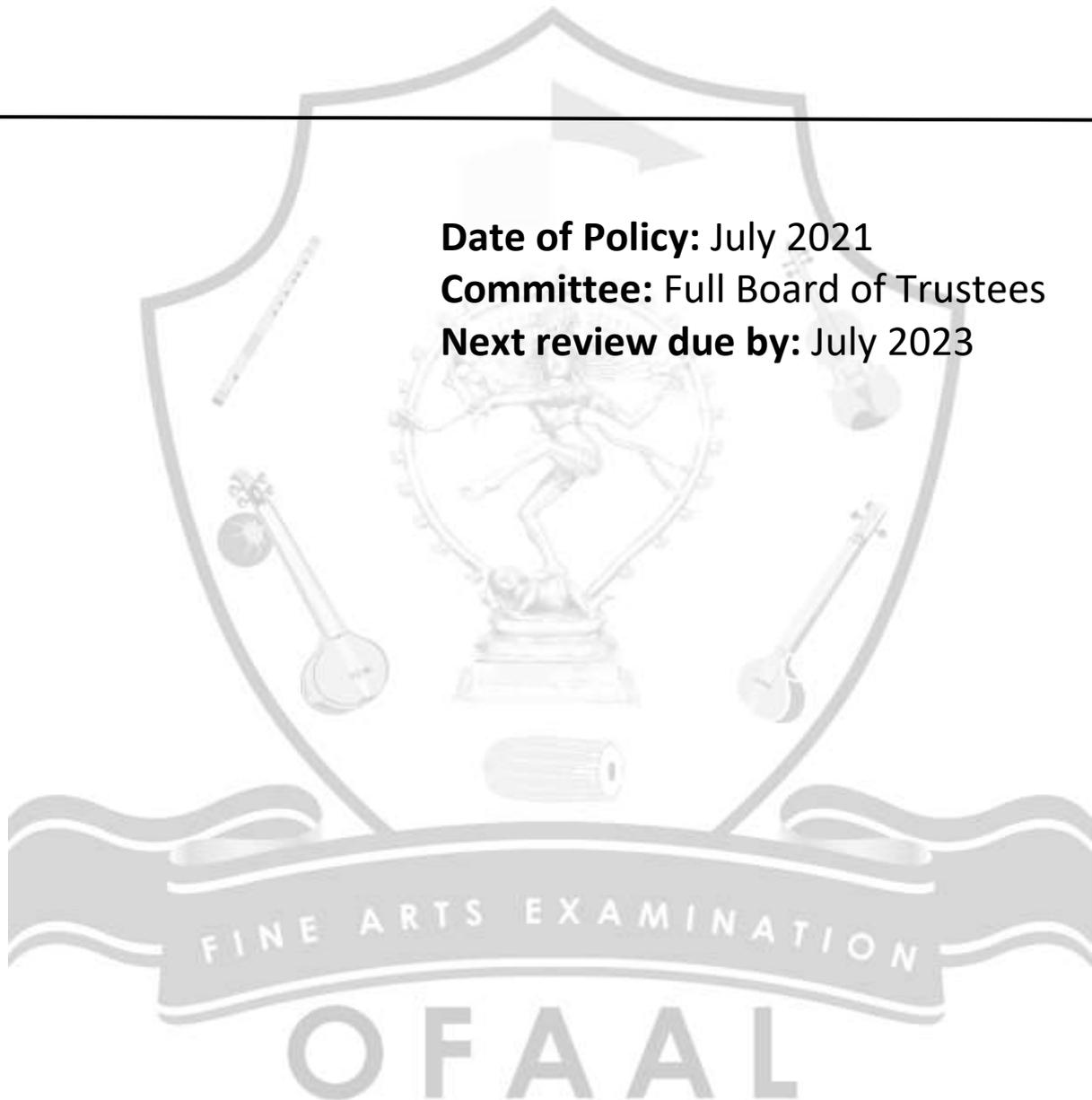
# Complaints Policy

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**Date of Policy:** July 2021

**Committee:** Full Board of Trustees

**Next review due by:** July 2023



OFAAL will ensure that the policy is applied fairly to all employees and does not have a negative impact in relation to OFAAL's equality strands: race, sex, religion and belief, sexual orientation, age, disability, gender reassignment, marriage and civil partnership and pregnancy and maternity.

## Complaints policy

OFAAL is committed to creating an environment which nurtures and encourages talent and will ensure that all complaints will be handled carefully, fairly and promptly, and feedback will be responded to appropriately. When responding to complaints or feedback, we will aim to:

- Be impartial and non-adversarial,
- Facilitate a full and fair investigation where necessary,
- Respect the complainants' desire for confidentiality,
- Address all the points of concern, and provide an effective and prompt response,
- Treat the complainants with respect,
- Keep complainants informed of the progress of the complaints processes, and
- Ensure that we do not penalise complainants unfairly.

## Complaints Procedure

Complainants are encouraged to contact OFAAL in writing, at [complaints@ofaal.org](mailto:complaints@ofaal.org), on the day, or up to three working days after the examinations, raising any concern or feedback.

In all correspondence, please state the index number, candidate name, subject and grade. If you prefer to speak to a member of the team, please contact us on 0208 109 0243/0798 469 4085 to arrange a suitable time for one of our trustees or music committee to call you. Complaints or constructive feedback can either be formal or informal.

## Informal Process

OFAAL will take all informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The complainant should raise the complaint up to 3 working days after the examination, in writing to [complaints@ofaal.org](mailto:complaints@ofaal.org). The subject heading should include, "Informal Complaint – Index Number – Name of Candidate – Subject – Grade"

The informal stage will involve a meeting or call between the complainant and one of the trustees of OFAAL and/or a representative of the music committee.

If the complaint is not resolved informally, it will be escalated to the next stage, where the complaints are handled in a formal manner.

### **Formal Process**

A formal complaint must be submitted in writing to OFAAL. OFAAL will ensure that all complaints are dealt with impartially and respectfully.

The complainant should raise the complaint within seven days of the issue arising, in writing to [complaints@ofaal.org](mailto:complaints@ofaal.org). The subject heading should include, "Formal Complaint – Index Number – Name of Candidate – Subject – Grade"

OFAAL will acknowledge formal complaints within five working days and investigate and provide a response within ten working days thereafter.

The formal process will involve a discussion between the complainant and one of the trustees of OFAAL and/or a representative of the music committee.

OFAAL will endeavour to, where possible, resolve any issues to the complainant's satisfaction. As a result, some issues may take longer to investigate, and the timescales given may change. In all instances, OFAAL is committed to conducting a thorough investigation into any complaints made and will ensure that the complainant is kept updated.

The decision/resolution of the OFAAL trustees is final.

### **Data Protection and Confidentiality**

In line with the General Data Protection Regulation (GDPR), all personal data collected as part of the complaints / feedback procedure will be stored securely in accordance with the OFAAL Data Protection Policy and Privacy Statement. Only authorised personnel dealing with complaints will have access to this data.

OFAAL