

# Dance Projection Appeals

It is important that we understand an applicant's desired outcome(s) of a complaint or appeal, and careful consideration will be given to the feasibility and propriety of these in the event of a successful complaint or appeal at either Stage 1 or Stage 2. However, where a Stage 1 or 2 complaint or appeal is upheld, the investigating officer/reviewer will determine the most appropriate outcome; this may not necessarily be the desired outcome expressed by the applicant.

After carrying out the review, and taking all relevant facts into consideration, the investigating officer/reviewer will determine whether to uphold the complaint or appeal. They will provide the applicant with a reasoned decision in writing for her/his findings, and where appropriate will offer a remedy and/or make recommendations in respect of changes to internal processes and procedures in response to your complaint. Examples of outcomes of successful appeals or complaints are:

- A formal apology.
- Refund of the fees (in exceptional circumstances).

The above list is not exhaustive; investigating officers and reviewers have the discretion to determine the most appropriate outcome(s) following consideration and/or review.

## 1. Eligibility

An admissions complaint or appeal should normally be submitted by the applicant. Appeals or complaints made on behalf of the applicant by parents, representatives, school or another third party will only be considered in exceptional circumstances where there are clear and valid reasons for doing so (eg as a reasonable adjustment in the event of a disabled applicant, or where the applicant is a minor), and where express permission has been granted in writing by the applicant.

Applicants are strongly encouraged to discuss the matter with peers, parents, advisors, teachers or tutors for support and guidance before deciding to lodge an appeal or complaint.

Admissions complaints or appeals which are materially incomplete or submitted beyond the respective deadlines for Stage 1 or Stage 2 will not normally be considered.

### **The following complaints would not be considered eligible for consideration:**

- Complaints which do not meet either of the grounds stated in either Stage 1 or Stage 2 of this procedure
- Complaints which are frivolous or vexatious, or made in bad faith

*Examples of frivolous or vexatious complaints include the following:*

- (a) complaints which are obsessive, harassing, or repetitive;

(b) complaints where a complainant insists on pursuing complaints already deemed to be non-meritorious;

(c) complaints where a complainant seeks, or persists in seeking, unrealistic and/or unreasonable outcomes;

(d) pursuing what may be meritorious complaints in an unreasonable manner, including unacceptable, harassing, malicious or offensive communications;

(e) complaints which are intended to cause offence, disruption or annoyance;

(f) unreasonable demands for redress.

## 2. External advice

Once an admissions appeal or complaint has exhausted Stage 2 of the procedure, there are no further internal mechanisms for an appeal or complaint to be considered. However, should you wish to take your complaint further you are advised to consult your local Citizens Advice Bureau for advice on the legal avenues open to you, or the Competition and Markets Authority.

Signed	Position	Date	Review	
	Co-owner	14-5-19	12 months	Months or sooner if work activity changes
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