



PIPELINE
PRODUCTIONS

PiPeLine Productions Academies LTD
PiPeLine Productions Academy for the Urban Arts
Delius Arts & Cultural Centre
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Complaints & Appeals Policy

PiPeLine Productions Academies not only takes any complaints seriously but also views complaints as an opportunity to learn and improve for the future as well as a chance to put things right for the person [or organisation] that has made the complaint. Our policy is as follows:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure and make it easily accessible so that people know how to contact us to make a complaint.
- To make sure everyone at PiPeLine Productions Academies knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely manner.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information that helps us to improve what we do.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Directors at PiPeLine Productions Academies. This policy is reviewed regularly and updated as required.

It is important that candidates are aware of the appeals procedure at PiPeLine Productions Academies in terms of academic achievement. We have an internal appeals procedure that covers any appeals that need to be made. The procedure has the full details.