



**PiPeLine Productions Academies LTD**  
PiPeLine Productions Academy for the Urban Arts  
Delius Arts & Cultural Centre  
29 Great Horton Road  
Bradford, BD7 1AA  
Tel: 01274 256922

## Complaints Procedure

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### Written complaints

Written complaints may be sent to PiPeLine Productions Academies at:

The Delius Arts & Cultural Centre  
29 Great Horton Road,  
Bradford,  
BD7 1AA

or by e-mail at [admin@pipelineproductions.co.uk](mailto:admin@pipelineproductions.co.uk).

Verbal complaints may be made by phone to 01274 256922, 01274 256923, or in person to any of PiPeLine Productions Academies' staff or volunteers.

### Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact or opportunities the complainant may have. Complaints received by telephone or in person will be recorded and kept confidentially and securely. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to PiPeLine Productions Academies (for example: client, parent).
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Complaints may come directly from a candidate or the parent of a candidate who is attending PiPeLine. A candidate or parent may wish to appeal a decision made on the outcome of a qualification result. PiPeLine Productions Academies have an Appeals policy that will be adhered to if this is the case.

### Resolving Complaints

Note: If the complaint is of a safeguarding nature this will be dealt with by one of the Designated Safeguarding officers at PiPeLine Productions Academies providing the complaint is not about them. The complaint will be dealt with through the proper channels of the Safeguarding Policy.

The first stage of resolving a complaint is on an informal basis if appropriate. If the complaint is about a particular person, they may be able to resolve the issue quickly and efficiently if this is appropriate. Whether or not the complaint has been resolved, the complaint should be passed to Phillip Charles or Jo McGill within 5 working days. This will be recorded in the complaints log.

The second stage of resolving the complaint will occur if the complaint has not been resolved through the first stage. A person will be delegated to investigate and take appropriate action. A formal meeting will take place to try to resolve the matter. If the complaint relates to a specific person or group, they should be given a fair chance to respond. Complaints should be finalised within 10 working days of the initial record of complaint. If this is not achievable due to external factors the complainant needs to be kept fully informed of each of the stages.

If the complaint is regarding the results of qualifications, the appeals process will be followed. Candidates are made aware of the appeals process on induction. Please see PiPeLine Productions Appeals policy for this process.

### **External Stage**

If the complaint is not resolved in the timescale within PiPeLine, candidates or parents acting on a candidate's behalf should contact the referring school or organisation to log the complaint with them who will then act on behalf of the candidate.