

Complaints Procedure - Faculty

1. Introduction

- 1.1. Good communication can help to avoid misunderstandings; however, from time to time difficulties are bound to arise. When such a problem is discussed openly it can usually be dealt with quickly and easily. This is how we hope that problems can be resolved. However, a problem left unresolved may grow into a complaint.
- 1.2. A complaint is an expression of dissatisfaction by one or more faculty members about action or lack of action by the Globe, or about the standard of service provided by or on behalf of the Globe.
- 1.3. We aim to operate a fair and transparent faculty complaints procedure and faculty will not suffer any detriment by making a complaint.
- 1.4. The aim of this complaints procedure is to ensure a faculty member with a complaint has it dealt with at an appropriate level within as short a period of time as possible
- 1.5. Complaints by faculty with a registered disability about the provision of reasonable adjustments for teaching shall be given priority and dealt with urgently, in order to prevent prejudice to the faculty that might be caused by any delay.
- 1.6. The complaints procedure involves three stages – early resolution, the informal stage and the formal stage.
- 1.7. Faculty may raise complaints jointly.
- 1.8. Complaints must be brought promptly – we will not accept complaints that are made longer than 30 days after the matters complained about, unless there is good reason for the delay.
- 1.9. Anonymous complaints may only be accepted at the discretion of the Globe.

2. Early Resolution

- 2.1 Wherever possible, concerns raised by faculty should be resolved informally without invoking formal procedures.
- 2.2 If a faculty member has a complaint about any aspect of a Globe course, it should be raised with an appropriate person at the earliest opportunity. This would be your Company Manager / Main Point of Contact. Their contact details can be found on the Course Information Sheet / Faculty Page. If a faculty's complaint is about the Company Manager / Main Point of Contact, it should be raised with the Head of Higher Education Programme Development.
- 2.3 It is expected that the person to whom a complaint is brought informally should inform the Head of Higher Education Programme Development and seek to resolve any concerns that have been raised.

- 2.4 If following discussion of the concerns, or where the concerns raised involve interpersonal relationships, they consider it appropriate, they may recommend that a facilitated discussion takes place.
- 2.5 Both of these are voluntary and will only take place if all parties agree. However, the Globe encourages the early resolution of issues through these means where appropriate.

3. Informal Stage

- 3.1 Where early resolution of the complaint is not possible, faculty may move the complaint to the next stage – the Informal Stage – by putting their complaint in writing to the Head of Higher Education Programme Development, Shay (shay@shakespearesglobe.com) If the complaint involves the Head of Higher Education Programme Development then the complaint should be sent to the Director of Education, Higher Education & Research (will.t@shakespearesglobe.com). If the complaint involves the Director of Education, Higher Education & Research, the complaint should be sent to the CEO (stella.k@shakespearesglobe.com).
- 3.2 The written communication should include faculty's name, contact details, the nature of the complaint and the remedy sought. It should also include details of the Early Resolution process so far. Evidence should be provided where possible or required.
- 3.3 On receipt of the complaint the Head of Higher Education Programme Development will inform the Director of Education, Higher Education & Research, and refer it to an appropriate person for consideration or will make appropriate investigations.
- 3.4 The person considering the complaint at the Informal Stage may decide to meet with the faculty to discuss or clarify the nature of the complaint. If so, faculty may bring an adviser, friend or representative to the meeting.
- 3.5 The Head of Higher Education Programme Development will report back their initial conclusions to the faculty member in writing, within five of their working days, detailing what action is proposed to resolve the issue. It is hoped that most complaints will be resolved at this stage and that any learning or development points will be shared widely, as appropriate, to ensure the Globe is continuously improving.
- 3.6 If dissatisfied with the decision, then the matter will be referred to the next stage – the Formal Stage.

4. Formal Stage

- 4.1 Where faculty is dissatisfied with the resolution from the Informal Stage, they can refer the matter to the Formal Stage by writing to the Director of Education, Higher Education and Research.
- 4.2 If the Director of Education led the Informal Stage, or the complaint involves the Director of Education, Higher Education & Research, then faculty will be advised to refer the complaint to the Director of Education, Leaning (lucy.c@shakespearesglobe.com).
- 4.3 It is the responsibility of the faculty to make sure this happens within 14 days of receiving the conclusions from the Informal Stage.
- 4.4 The person to whom the complaint has been referred will normally convene a meeting of the parties concerned – which will include the faculty raising the complaint, the Head of Higher Education Programme Development. In this meeting all parties can present statements on the work done in raising and investigating the complaint so far. There may be circumstances when the Director of Education feels this may not be an effective way to deal with the issue and they may instead elect to hold separate meetings with the parties concerned.
- 4.5 The Director will then make a decision about an appropriate course of action and communicate it in writing to the parties involved. The solution recommended should be implemented as soon as possible, and if practicable, within one month.
- 4.6 This procedure should be completed within twenty working days unless an extension is necessary to complete the process.

5. Confidentiality

- 5.1 If information is to be kept confidential, the faculty should make this clear to the person to whom a complaint is made. Details of the complaint will only be shared with people who are integral to investigating or resolving the complaint.
- 5.2 Faculty should understand that in exceptional circumstances it may be difficult for confidentiality to be respected, for instance where a criminal offence has been disclosed.
- 5.3 If the Globe determine that a young person (under 18) or adult at risk is at risk of harm from abuse, then confidentiality is broken in order to action our Safeguarding procedures.
- 5.4 If the Globe determines that someone is at risk of radicalisation or is attempting to radicalise others, then confidentiality is broken in order to action our Safeguarding procedures, in respect to the Government's PREVENT strategy.
- 5.5 Faculty should also understand that often the demand for confidentiality may make it difficult for the Globe to assist them with their complaint.

6. Taking Complaints Further

- 6.1 The Globe's Higher Education provision is accredited by the British Accreditation Council. If a faculty member has made a complaint to Shakespeare's Globe that has passed through the Informal and Formal Process and you are unsatisfied with the result, they can refer it to the BAC. Details of how to do so can be found here: <http://www.the-bac.org/bac-complaints-procedure/>