RUTHIE HENSHALL'S
CAST

Stage 2 Complaint Form

(Aligned with BNU and RHCAST Student Complaints Procedure)

Complainant Details

Full Name
Student ID
Course / Programme
Year of Study
Contact Email
Date of Submission

2. Nature of Complaint

Please tick one or more areas relevant to your complaint:

- Teaching, learning or supervision
- Administrative or student support services (e.g., library, IT, student support)
- Facilities or resources (e.g., studios, rehearsal spaces, equipment)
- Staff conduct or communication
- Other (please specify): _____

Details of Complaint

Please describe clearly the issue(s) you wish to raise. Include dates, names of staff (if relevant), and specific events. Attach additional sheets or evidence (emails, screenshots, meeting notes, etc.) as necessary.

Description:

4. Steps Already Taken (Informal Stage)

Have you attempted to resolve the issue informally (Stage 1)?
If yes, please provide details:

- Who did you speak to (e.g., Tutor, Course Leader, Vice Principal)?
- When did this occur?
- What was the outcome?

Details:

5. Desired Outcome / Remedy Sought

Please state what resolution you are seeking (e.g., apology, review of service, re-assessment, refund, change in procedure, etc.):

Requested Outcome:

Supporting Evidence

Please list all attached evidence and documentation:

Document / File Name	Description	Date

Declaration

I confirm that the information I have provided is accurate to the best of my knowledge and that this complaint is made in good faith.

Signature: _____
Date: _____

If completing electronically, typing your name will be accepted as a digital signature.

Submission

Please submit this form and supporting evidence to:

Vice Principal, RHCast
Email – viceprincipal@rhcast.co.uk
Subject line: *Formal Complaint – [Your Name]*

You will receive an acknowledgment within **5 working days**, and your complaint will be processed in line with RHCast's Complaints Procedure.

Notes

- Complaints must normally be submitted **within 3 months** of the incident or last engagement date.
- Anonymous complaints will not usually be accepted.
- If you remain dissatisfied after Stage 2, you may request a review by **Buckinghamshire New University (Stage 3)**within 10 working days of the RHCast outcome letter.