



LONDON STUDIO CENTRE AUDITION APPEALS AND COMPLAINTS PROCEDURES

1. Introduction

London Studio Centre is committed to equality and excellence through the audition process and offers the appeals and complaints procedure to ensure that any applicant with concerns has the opportunity to bring to them to LSC's attention. Candidates* should understand that there are no grounds for appeal against the academic judgement of LSC's Admissions Review Board, responsibly discharging its duty in compliance with the Equality Act 2010, the Human Rights Act 1998 and the Quality Assurance Agency for Higher Education's Quality Code to admit candidates who are capable of completing LSC's programmes successfully, in accordance with the admissions criteria published for each of its programmes.

It is not LSC's policy to provide written or verbal feedback to candidates. However, in accordance with higher education's commitment to fair access and industry best practice (see [Council for Dance, Drama and Musical Theatre Code of Practice for Auditions and Interviews at CDMT Accredited Schools](#).) London Studio Centre provides an audition appeals process available to all candidates. It does so in accordance with the following published procedures.

London Studio undertakes to conduct the auditions in line with the guidance sent to all applicants before the audition.

*Candidates refers to applicants, appellants, and complainants throughout the document.

2. Right of Appeal

All unsuccessful candidates have a right of appeal. The appeal must be made in writing by either the candidate, or, in the case of candidates under eighteen on 1st September of the year of entry, an appeal should be written and co-signed by a parent/guardian. Candidates have a right to be informed about the appeal's procedure.

3. Appeals based on Extenuating Circumstance

3.1 Grounds for an appeal

There may be grounds for an appeal based on extenuating circumstances, those are circumstances beyond your control that may have had an adverse effect on your audition. It may be a medical condition, an injury in the audition classes, or personal circumstances. It may be transport difficulties causing untold stress that prevented you from showing your best work. Normally, the extenuating circumstances would be discussed and acknowledged on the day of the audition.

3.2 The Appeal's Process

Following the audition, LSC requires you to submit the appeal in writing by email to the Chair of the Admissions Review Board, via the [Admissions Manager](#), and for you to provide evidence, verifying the appeal for extenuation. Sometimes the evidence will take the form of a doctor's note, sometimes it will be the confirmation of delays by a train company. It will vary in accordance with particular circumstances.

The written appeal may be made at the time of the audition or within two weeks (14 calendar days) of receiving the results of the audition. Late appeals will not be accepted.

On receipt of an appeal the Chair of the Admissions Review Board will present the appeal and the evidence to the Admissions Review Board at its next meeting. The Board will decide whether or not to uphold the appeal.

3.3 Outcome of the Appeal's Process

The Committee may recommend the following to the Admissions Review Board:

- the appeal is upheld and the candidate reassessed at a fresh audition;
- or
- the appeal is denied, then the candidate will only be able to reapply the following academic year.

If the Board upholds the appeal, then you will be offered the opportunity to re-audition at no additional cost.

3.4 Response to the Appeal

The candidate will receive written confirmation of the result of their appeal within 30 working days of it being submitted.

4. An appeal that is also a complaint about the application and audition process

If you believe that the audition process contained material irregularities as a result of which it was not a fair application process or audition of your potential to meet the requirements of LSC's programmes, then you must complain in writing.

4.1 Grounds for making a complaint

As a conservatoire accredited by the Council for Dance, Drama and Musical Theatre (CDMT) the following principles apply to the application and audition process:

- *LSC undertakes to consider all applications* – every applicant is auditioned, unless they have not met the published minimum entry requirements agreed with validating bodies.
- *LSC undertakes to provide candidates with the necessary information before and at the audition* – extensive information is made available on LSC's website and in its formal correspondence sent in advance of the audition, supported by the Admissions Manager.
- *LSC undertakes to provide information on the availability of and criteria for the allocation of public and other funding* – funding information is clearly published in advance of the auditions and includes details of the Student Loan Scheme and LSC's scholarship scheme created to provide fair access based on the official assessment of household income for eligible UK citizens.
- *At audition LSC undertakes to give candidates the opportunity to demonstrate their potential to fulfil the aims of its programmes and courses* - as published on LSC's website in the relevant programme specifications. It does so in a supportive, safe, well-provisioned and comfortable environment taking account of specific needs of individual candidates in accordance with the legislation.
- *LSC undertakes to ensure that the decision-making process is fair and transparent* – all candidates are auditioned in a range of disciplines and are marked on a consistent grading scale by experienced tutors who meet as a committee to make final collective decisions.
- *LSC undertakes to ensure that candidates are informed of the outcome of an audition in a timely manner* – the Admissions Manager informs candidates within two weeks of their audition.

An appeal that is a complaint may arise if LSC is in breach of any of the above.

4.1 The Complaint's process

You must make a complaint in writing to the [Assistant Director](#), at the time of the audition or at the least within fourteen days (14 days) of receiving the outcome of the audition, citing the reasons for the complaint, and providing supporting evidence. Complaints made after that date will not be considered.

If you are under 18 on September 1st of the year of entry, please ask your parent or guardian to co-sign the letter on your behalf or write a separate email supporting your appeal.

The complaint will be acknowledged in writing within 7 days of its receipt.

The Assistant Director will convene and chair a Complaint's Panel, a special meeting of the Admissions Review Board within 14 days of receiving the complaint co-opting members as necessary. The meeting will gather evidence to determine whether or not the complaint is justified and therefore upheld.

4.2 Outcome of the Complaint's Process

The Complaint's Panel, a special meeting of the Admissions Review Board may recommend the following:

- the complaint is upheld, and the candidate reassessed at a fresh audition;
- or
- the complaint is denied, then the candidate will only be able to reapply the following academic year.

If the Board upholds the complaint, then you will be offered the opportunity to re-audition at no additional cost.

4.3 Response to the Complaint

The candidate will receive written confirmation of the result of their complaint within 30 working days of it being submitted.

5. Confidentiality

All of the information gathered in the course of the appeal or complaint will be held confidentially, in a secure place, to conform to the requirements of the Data Protection Act 2018.

6. Contact Information

Admissions Manager: admissions@londonstudiocentre.ac.uk
Telephone: 020 7520 2813

Assistant Director: complaints_appeals@londonstudiocentre.ac.uk
Telephone: 020 7520 2800