

Complaints Procedure

Film & TV Academy (FTACADEMY LTD)

The Film & TV Academy is committed to providing a positive and enriching experience for all its members. However, we recognize that concerns or complaints may arise from time to time. This complaints procedure is designed to ensure that any issues are addressed promptly and effectively.

1. Submitting a complaint

If a student, parent, or guardian has a complaint, they should follow these steps:

Email the complaint to the academy principal: emily@ftacademy.co.uk

All complaints, their resolutions, and related communications will be documented and kept confidential. This documentation will be used for continuous improvement and to track patterns of complaints.

2. Handling complaints

Upon receipt of a complaint, the academy principal will:

1. Acknowledge receipt of complaint
2. Investigate promptly and impartially
3. Respond within 7 days of receiving the complaint. The response will include the findings of the investigation and any action taken

The Film & TV Academy is committed to learning from complaints and using feedback to improve its services continuously.

3. Contact details

Emily Stanley (Principal)
emily@ftacademy.co.uk
01296 841058