

<Slough Borough Council>

<Creative Academy>

<Complaints>

<Audition Appeals>

Provider's name: Slough Borough Council (Creative Academy)

Provider's UKPRN: 10005916

Legal address: Slough Borough Council, Observatory House, 25 Windsor Road, Slough, Berkshire SL1 2EL

Main site: Creative Academy, Orchard Centre, 73a Stoke Poges Lane, Slough. Berks, SL1 3NY

Contact point for enquiries about this policy: Jagdev Khatkar (see end of policy)

Document Version: <Version 1.3. (06.09.2021)>

Website: www.creativeacademy.org
Email: info@creativeacademy.org
Telephone Number: 01753 875400

Slough Borough Council
Creative Academy, 73a Stoke Poges Lane
Slough, Berkshire, SL1 3NY

At Creative Academy, we have an aspiration for every auditionee to have a positive experience. We are committed to the provision of high-quality, fair and transparent admissions for all (which is discussed with each individual at every audition).

The Creative Academy is dedicated to following the Council for Dance Education and Training policy on auditions and The University of West London admissions policy.

There may be occasions when an applicant will feel dissatisfied with the conduct of the Creative Academy's admissions process or wish to discuss its outcome (please note we do not provide written feedback on applications or auditions).

We encourage applicants who experience a problem with the service to initially raise the matter informally with the Creative Academy manager or Quality Assurance and Business Manager on 01753 875400 or email info@creativeacademy.org.

Should you then wish to formally appeal the decision made on your application, or to make a formal complaint about any aspect of the admissions process, a formal complaint to Slough Borough Council can be made. You will not be disadvantaged in any way because you have used the Complaints Procedure.

If you are not satisfied, please write your queries to:

Corporate Complaints team,
Slough Borough Council
Observatory House
25 Windsor Road
Slough
Berkshire
SL1 2EL

Email Address: complaints@slough.gov.uk

We look forward to your application to Creative Academy!