



Conflict Resolution Policy

Problems, misunderstandings and frustrations may arise. It is The Other Acting School's intent to be responsive to the concerns of its employees, agents and students. The procedure outlined below is intended to resolve or clarify any concerns.

The purpose of this policy is to provide a quick, effective and consistently applied method for presenting concerns and having those concerns internally resolved.

Procedures

Step 1: Discussion with an instructor

Initially, students should bring their concerns or complaints to their immediate instructor. If the complaint involves the instructor, the student should schedule an appointment with that instructor to discuss the problem that gave rise to the complaint within five working days of the date the incident occurred.

The instructor should respond in writing to the complaint within five days of the meeting held with the complainant employee.

Step 2: Written complaint and decision

If the discussion with the instructor does not resolve the problem to the mutual satisfaction of the student and the instructor, or if the instructor does not respond to the complaint, the student may submit a written complaint to the Other Acting School's head instructor. If the complaint involves the head instructor, the student should nominate another instructor to receive the written complaint.

The submission of the written complaint is due within five working days of the response from the instructor. The complaint should include:

The problem and the date when the incident occurred. Suggestions on ways to resolve the problem.

A copy of the instructor's written response or a summary of his or her verbal response and the date when the student met with the instructor. If the instructor provided no response, the complaint should state this.

Upon receipt of the formal complaint, the head (or nominated head) instructor must schedule a meeting with the student within five working days to discuss the complaint. Within approximately five working days after the discussion, the head (or nominated head) instructor should issue a decision both in writing and orally to the student filing the complaint.

Step 3: Appeal of decision

If the student is dissatisfied with the decision, the student may, within five working days, appeal in writing to the issuer of the decision.

The Other Acting School may call a meeting with the parties directly involved and a professional adviser to facilitate a resolution or refer complaints to an internal review committee if it believes that the complaint raises serious questions of fact or interpretation of policy. Further information may be gathered from involved parties.

Additional Guidance

If a student fails to appeal from one level to the next level of this procedure within the time limits set forth above, the problem should be considered settled on the basis of the last decision, and the problem should not be subject to further consideration.

Because problems are best resolved on an individual basis, the conflict resolution procedure may be initiated only by individual students and not by groups of students. All complaints must be made in good faith.

The Other Acting School reserves the right to impose appropriate disciplinary action for any conduct it considers to be disruptive or inappropriate. The circumstances of each situation may differ, and the level of disciplinary action may also vary, depending on factors such as the nature of the offense, whether it is repeated, the student's individual situation and the impact of the conduct on others.

No Other Acting School Student will be subject to retaliation for filing a complaint under this policy.

Date of policy: 30 November 2018