

Feedback Policy

1. Programmes at the Royal Conservatoire of Scotland are very competitive and attract high numbers of applications. In line with the Data Protection and Freedom of Information Acts, we have put in place a process for the provision of feedback where possible.

2. Feedback requests must be made in writing to feedback@rcs.ac.uk. The email must come from the address supplied on the UCAS Conservatoire application and must contain the applicant's full name, course and UCAS Conservatoires personal ID number.

3. Feedback requests will only be accepted from the applicant themselves. Requests from third parties will not be acknowledged.

4. Feedback requests must be received within eight weeks of the audition/ interview date. Requests received after eight weeks will not be dealt with.

5. Feedback will usually take the form of a scanned copy of the audition decision sheet (assessment criteria). This will be emailed directly to the applicant. Feedback may take up to six weeks to process from the date of the request.

6. The Royal Conservatoire of Scotland will not enter into a dialogue with applicants regarding the provision of feedback. Our courses are highly competitive and applicants need to recognise that feedback may simply state the fact that other applicants were stronger or that the course is not, in our opinion, suitable for them.

7. Applicants should not consider the Royal Conservatoire of Scotland as arbiters of their ability. Feedback given is based on performance in the audition/ interview and suitability for a particular programme of study. Applicants who are unsuccessful in their application to us, may go on to gain places at other conservatoires, and similarly, applicants whom we accept, may have been unsuccessful elsewhere.

8. There may be occasions where an applicant considers that RCS has failed to meet its high standards in the consideration of their application. Disagreement with the academic judgement of the Audition/Interview Panel in reaching their decision based on aspects of the applicant's profile does not constitute grounds for a complaint by an applicant. Complaints will only be considered in relation to non-adherence to policy and procedure.

8.1 Complaints can be made in person, by phone, in writing, by email at complaint@rcs.ac.uk or by completing our Complaints Form at www.rcs.ac.uk/complaints.

8.2 The following information will be required when making a complaint:

- Your full name and address
- As much as you can about the complaint
- What has gone wrong
- How you would like the matter to be resolved

8.3 Normally, you must make your complaint within six months of:

- The event/issue you want to complain about
- Finding out that you have a reason to complain. In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

8.4 We will give you our decision in five working days or less. Should the complaint need to be investigated, a full response to the complaint will be given to you within 20 working days. If the investigation is likely to take longer, you will be informed.

8.5 Please refer to the Complaints Handling Procedure Guide for more information - https://www.rcs.ac.uk/about_us/complaints.