

Admissions & Audition Complaints and Appeals Process for Applicants 2025-2026

1. Commitment to Fairness and Transparency

Shockout is committed to delivering an **Admissions Service** that is customer-focused, fair, transparent, and aligned with our **Admissions & Auditions Policy**, relevant legislation, and sector best practice.

Our goal is to ensure all applicants are treated with respect, consistency, and professionalism throughout the admissions and audition process.

2. Informal Resolution

Applicants who experience a problem or concern with the **Admissions Service** are encouraged to raise the matter **informally** in the first instance by contacting the **Admissions Team** directly via email or phone.

Please note: Applicants **cannot** raise concerns regarding the **outcome of their audition** through this process. Concerns may only relate to the **procedure or conduct** of the admissions or audition process.

3. Formal Complaints and Appeals

If an applicant remains dissatisfied after raising an issue informally, they may submit a **formal complaint or appeal** using the process outlined in this document.

All formal submissions are handled fairly, confidentially, and in accordance with Shockout's internal quality assurance procedures.

4. Independence and Non-Prejudice

Complaints and appeals are handled **separately** from applications for entry. Submitting a complaint or appeal made in good faith will **not prejudice** any current or future application to Shockout.

Most issues are resolved amicably and without the need to escalate to the formal stage.

5. Representation

Appeals or complaints must be submitted **by the applicant** themselves.

If an applicant wishes for a **third party** (e.g., a parent, school representative, or guardian) to act on their behalf, Shockout must receive **explicit written consent** from the applicant authorizing this representation.

6. Definitions

6.1 Appeal

An **appeal** is a formal request by an applicant for a review of an **admissions decision**.

Applicants may submit an appeal if they believe that:

- Their application or audition was **not considered in accordance with** the published **Admissions Policy** or relevant procedures; or
- **All submitted information** was not taken into account during the decision-making process.

Appeals **cannot** be made on the basis of artistic or academic judgment.

6.2 Complaint

A **complaint** is an expression of dissatisfaction regarding:

- The **admissions or audition process**, or
- The **conduct, actions, or inaction** of Shockout staff or departments.

A complaint relates to how a decision was **made**, not to the outcome itself. If the desired outcome is to **change the audition decision**, the applicant should submit an **appeal** instead.

7. Process for Handling an Appeal or Complaint

Stage 1 – Formal Appeal or Complaint Submission

1. Submission:

Applicants should submit their complaint or appeal in writing via the **Admissions Complaints and Appeals Form** or by clearly stating their

request in an email to

✉ admissions@weareshockout.com

2. **Acknowledgement:**

Shockout will acknowledge receipt of the appeal or complaint within **7 working days**.

3. **Review:**

The appeal or complaint will be reviewed by a **member of the Senior Management Team**, in consultation with the relevant department(s). All relevant documentation and evidence will be considered.

4. **Response:**

Shockout will provide a written response within **14 working days** of receiving the appeal or complaint.

If additional information is required or a delay is expected, the applicant will be notified in writing.

5. **Outcome:**

- If the appeal or complaint is **upheld**, Shockout will take appropriate action and inform the applicant in writing of the outcome.
- If the appeal or complaint is **not upheld**, Shockout will provide a written explanation outlining the reasons for the decision.