



Admissions Complaints Procedure – GAMTA GPRO

1. Purpose

This procedure allows applicants to raise concerns about the admissions process at [Conservatoire Name]. As our admissions are primarily based on practical audition performance, we understand the need for transparency and fair process.

2. What Can Be Complained About

You may raise a complaint if you believe:

- There was a procedural error during your audition or interview.
- You were treated unfairly or discriminated against.
- You received incorrect information about the admissions process.

Note: We do not review artistic or academic judgment unless there is evidence of a process failure.

3. Informal Resolution

Start by contacting the **Admissions Team** within **10 working days** of receiving your outcome. Many issues can be resolved quickly through clarification.

Email: admissions@gamta.co.uk

4. Formal Complaint

If unresolved, submit a written complaint within **20 working days** to:

Admissions Complaints Officer

Email: michael@gamta.co.uk

Include:

- Your full name and programme applied for.
- A summary of the issue and relevant details.

- Any supporting documents.
- What resolution you are seeking.

You will receive a written response within **15 working days**.

5. Final Review

If still dissatisfied, you may request a final review by the **Principal or their delegate** within **10 working days** of the formal response. This is the final stage of the complaints process.

6. Accessibility

We are committed to making this process accessible to all applicants, including those with additional needs. Please contact us if you require support.