

## CECCHETTI BALLET AUSTRALIA: COMPLAINTS AND APPEALS POLICY FOR EXAMINATION RESULTS

### Purpose

This policy outlines the procedures for addressing complaints and inquiries regarding examination results and appeals related to Cecchetti Ballet Australia examinations. It aims to ensure a fair, transparent, and efficient process for handling concerns.

### Scope

This policy applies to all candidates, parents, and guardians involved in Cecchetti Ballet examinations conducted by Cecchetti Ballet Australia.

### Definitions

**Complaint:** An expression of dissatisfaction regarding examination results, processes, or any related issue.

**Appeal:** A formal request to review the decision regarding examination results.

### Policy Statement

Cecchetti Ballet Australia is committed to maintaining the integrity of its examination process. We encourage open communication and aim to resolve complaints and appeals promptly and fairly.

### Procedure for Complaints

#### 1. Initial Inquiry:

- Candidates or their guardians should first discuss their concerns informally with only their ballet teacher. The ballet teacher will only discuss with the complainant. If the ballet teacher cannot solve the issue at the time, the teacher may speak directly to the National Office before lodging a formal complaint. At no time is anyone to go directly to the source of the complaint.

#### 2. Formal Complaint:

- If the issue is not resolved informally, a formal written complaint from the teacher and complainant should be submitted to the Cecchetti Ballet Australia National Office within 14 days of receiving the examination results.
- The complaint should include:
  - The candidate's name and examination details
  - A clear description of the complaint
  - Any supporting documents or evidence

#### 3. Acknowledgment:

- The office will acknowledge receipt of the complaint within 24 hours.

#### 4. Investigation:

- The complaint will be investigated by a designated officer appointed by the National Office, who may contact the complainant for further information.
- The investigation will be completed within 30 days, and a written response will be provided.

## **Procedure for Appeals**

### **1. Eligibility to Appeal:**

- Candidates may appeal their examination results if they believe there has been an error in the assessment or if they have grounds for dissatisfaction.

### **2. Submitting an Appeal:**

- Appeals must be submitted in writing to the Cecchetti Ballet Australia National Office within 14 days of receiving the examination results.
- The appeal should include:
  - The candidate's name and examination details
  - A detailed explanation of the grounds for the appeal
  - Any relevant supporting documents

### **3. Acknowledgment:**

- The office will acknowledge the appeal within five business days.

### **4. Review Process:**

- An independent panel will review the appeal, which may include experienced examiners and/or council members selected by the National Office.
- The review will be conducted within 30 days, and the outcome will be communicated in writing.

### **Confidentiality**

All complaints and appeals will be treated with confidentiality and will only be disclosed to those involved in the investigation or review process.

### **Outcomes**

- Complaints may result in actions such as re-evaluation of processes, feedback to examiners, or additional training.
- Appeals may lead to a reassessment of the examination results, with the possibility of upholding, amending, or overturning the original decision.

### **Review of Policy**

This policy will be reviewed annually to ensure it remains effective and relevant to the needs of candidates and the organisation.

### **Contact Information**

For any inquiries regarding this policy, please contact:

Cecchetti Ballet Australia

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