

Handling historical complaints



The School is committed to being a self-reflective and learning organisation. Any matter of serious concern can be brought to the attention of the School and the matter will be considered.

How to raise a serious concern

- Any historical matter of concern that may constitute a criminal offence should be reported to the police in the first instance.
- An historical matter of concern that falls under safeguarding should be reported to the School's Head of Safeguarding via safeguarding@gsmd.ac.uk
- In all other instances a historical allegation of serious concern should be reported to the Principal's Office via principal@gsmd.ac.uk

A complainant should provide as much detail as they can about their complaint, with dates, locations and names where known. They should also be clear about their intended expectations of raising the complaint, for instance whether it is for action against a named individual, or for a policy or procedure review.

Anonymous allegations cannot be considered. Complainants must provide their full name, their link to the School and contact details and be prepared to take part in any investigation arising. Third party complaints cannot be considered unless the complainant is under the age of 18 or is significantly incapacitated and cannot take part in the complaint themselves.

Note: current staff and students should use the usual internal procedures.

What is a serious concern?

A serious concern would be one where an action or omission by an individual whilst employed by, contracted by, or studying at the School, or the School collectively had a significant impact. Examples are likely to fall under one of the following headings fraud (financial and academic), safeguarding, harassment or discrimination.

Matters, serious or otherwise, that have already been considered under a School process cannot be raised again through the historical process.

Internal procedure

Safeguarding concerns will be considered under the agreed procedure within the School's Safeguarding Policy at www.gsmd.ac.uk/policies.

A matter reported to the Principal's Office will be reviewed and relevant facts, such as employment dates or student status, confirmed before proceeding.

A matter of potential serious concern will be reviewed by a small group established by the Principal typically a Vice-Principal working with either the Head of HR, or the Secretary & Dean of Students for senior School student matters, or Director of Guildhall Young Artists and Head of HR for GYA matters.

Where an investigation is deemed appropriate, any investigation involving a named current staff member will be conducted in accordance with relevant internal employee procedures and ACAS best practice guidelines, and any investigation involving a named current student will be considered under the Student Code of Conduct & Disciplinary Procedure.

The complainant will be informed in broad terms of the action being taken by the School (eg an investigation or policy review) but noting that some staff and student processes are confidential and the detail and outcomes may not necessarily be communicated to the original complainant.

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