



1. The Royal College of Music is committed to providing a

9. The definition of an “applicant” in this procedure includes those who have submitted a formal application to the RCM either through UCAS Conservatoires or through the RCM’s direct application process.
10. Complaints must be submitted by the applicant concerned. Complaints submitted anonymously or by a third party will not normally be considered.
11. This procedure applies to prospective students applying for courses taught at the Royal College of Music, London. It does not apply to applicants to the RCM’s Junior Department or for courses offered in collaboration with the College’s partner institutions, including Nanyang Academy of Fine Arts, Singapore or Shanghai Conservatory of Music, China.
12. Complaints may be submitted at any time within one month of the incident or situation leading to the complaint occurring. However, the sooner a complaint is submitted, the simpler it will be to investigate and resolve within the current application cycle.
13. Complaints will normally be acknowledged within 5 working days of receipt. The RCM aims to resolve formal complaints within 15 working days of acknowledgement during term time. However, if a longer period is required to carry out necessary investigations, the investigating officer will keep the applicant informed of the likely timeframe for resolution.

19. The Academic Registrar will conduct an investigation of the complaint. This is likely to include seeking further information and/or comments from the applicant and from others involved in the complaint.
20. The Academic Registrar will write to the applicant to confirm the outcome of the investigation, set out any redress that is offered to the applicant in respect of the complaint and explain either why any redress offered is considered to be appropriate, or why no redress has been offered.

