



Wessex Schools Training Partnership

COMPLAINTS POLICY AND PROCEDURE

CODE OF PRACTICE

1. Purpose:

To give complainants a means of complaint if they feel that issues or concerns have not been properly addressed.

To provide a code of practice that will support all members of the SCITT in investigating a complaint.

2. Applies to:

- All staff employed directly or indirectly to deliver services for the Wessex Schools Training Partnership. This includes staff in all partnership schools involved in delivery of the Wessex Schools Training Partnership course.
- All SCITT trainees. This includes those who have accepted a place on the Wessex Schools Training Partnership course and those who have been unsuccessful with an application to the Wessex Schools Training Partnership.

3. CODE OF PRACTICE FOR RESOLVING COMPLAINTS

Accepting a Complaint

3.1 General complaints will be dealt with by the person/s deemed most appropriate by the Wessex Schools Training Partnership, generally the Partnership Director in the first instance with the support of the SCITT Office Manager. The objective of the complaints' procedure should be the resolution of problems. The objective may be achieved without using the formal procedure.

3.2 Complaints will be accepted in writing or verbally.

3.3 The Wessex Schools Training Partnership will ensure that all complaints are recorded. The information to be recorded (where possible) for complaints requiring a formal investigation is:

- Name of complainant
- Address of complainant
- Telephone number
- Nature of Complaint
- Preferred solution (what the complainant would like to happen)
- Name of the person recording the complaint
- Date complaint recorded.

3.4 All members of the Wessex Schools Training Partnership and staff of partner schools should be aware of the complaints' procedure including:

- Understanding procedures for dealing with complaints
- The importance of treating complaints respectfully
- The importance of good listening skills
- The importance of finding out and recording the complainant's preferred solution
- The importance of resolving concerns before they become complaints.

3.5 When a complaint has been recorded it will be acknowledged in writing. The acknowledgement will include an explanation of what will happen next.

3.6 Where complaints cannot be resolved within this procedure, complainants will be informed of alternative procedures they can use.

Stage 1

3.7 If the Complainant has not been able to resolve a problem through informal discussions, the Complainant must put their complaint in writing which can be via completion of Form GCP1 and submit it to the SCITT Office Manager.

3.8 The Partnership Director will formally appoint a Stage 1 Resolution Manager following the guidance in Paragraph 3.1 above.

3.9 The Stage 1 Resolution Manager will arrange to meet with the Complainant as soon as possible to discuss the Complainant's complaint. This meeting is a Stage 1 Resolution Meeting and will normally be held within 10 working days of the Stage 1 Resolution Manager receiving the Complainant's written complaint/completed GCP1 form in writing from the SCITT Office Manager.

3.10 The Stage 1 Resolution Manager will confirm the outcome of the Stage 1 Resolution Meeting in writing to the Complainant within 5 working days of the date of the Stage 1 Resolution Meeting ("the Stage 1 Resolution Letter").

Stage 2

3.11 In the event that the Complainant is not satisfied with the outcome of the Stage 1 Resolution Meeting, as set out in the Stage 1 Resolution Letter, the Complainant can appeal by sending a completed Form GCP2 (available from the SCITT Office Manager) to the Chair of the

SCITT Management Board within 5 working days of the Stage 1 Resolution Letter being sent to the Complainant.

- 3.12 The Chair of the SCITT Management Board will formally appoint a Stage 2 Resolution Manager (who will not be the Stage 1 Resolution Manager) following the guidance in Paragraph 3.1 above.
- 3.13 The Stage 2 Resolution Manager will arrange to meet with the Complainant as soon as possible to discuss their appeal. This meeting is a Stage 2 Resolution Meeting and it will normally be held within 10 working days of receiving your completed Form GCP2 from the SCITT Manager.
- 3.14 The Stage 2 Resolution Manager will confirm the outcome of the Stage 2 Resolution Meeting in writing to the Complainant within 5 working days of the date of the Stage 2 Resolution Meeting (“the Stage 2 Resolution Letter”).

4. The Wessex Schools Training Partnership Management Board Appeal Panel

- 4.1 In the event that the Complainant is not satisfied with the outcome of the Stage 2 Resolution Meeting, the Complainant can appeal to the Management Board. The Management Board Appeal Panel shall comprise at least three members of the Management Board not previously involved in the matter and shall not comprise the Chair of the SCITT Management Board. Unless there are insufficient numbers of the Management Board not previously involved in the matter, in which case the Chair of the SCITT Management Board may be appointed to an Appeal Panel. The Appeal Panel will also include one panel member who is independent of the management and running of the Wessex Schools Training Partnership.
- 4.2 In the event that there are insufficient numbers of Management Board members available to participate in the Appeal Panel, the Management Board may appoint associate members to solely participate in the Appeal Panel.

5. Confidentiality and Transparency

- 5.1 Proceedings and records of any complaint will be kept as confidential as possible, but you must appreciate that circumstances can mean that complaints cannot always be dealt with on an entirely confidential basis.
- 5.2 A complaint raised could result in the instigation of disciplinary action in respect of an employee at the Wessex Schools Training Partnership or partner school. To protect the confidentiality of that process, the SCITT may not be able to inform the Complainant of the fact of the disciplinary process or of the disciplinary action which has been taken because of the complaint.
- 5.3 At the conclusion of a complaint, and after any related disciplinary or other processes have been completed, a report will be presented to the Management Board members at a full meeting of the Management Board as a confidential item.

6. Venues for Resolution Meetings

- 6.1 If a complaint raises sensitive issues, the relevant Resolution Manager may hold the meeting off the Wessex Schools Training Partnership site.

7. Outcomes

7.1 In all cases where a complaint has been investigated, the Complainant will be given a written report covering:

- The report investigated
- The scope of the investigation
- The conclusion of the investigation
- Any action which has resulted (e.g. changes in procedures or practice, an intention to invoke other proceedings).

7.2 The Complainant will be offered the opportunity to discuss the written report and its recommendations. If the Complainant is acting on behalf of another person, that person should also receive a copy of the report.

7.3 Redress should be **appropriate to the complaint**. Where upheld redress may include:

- An appropriate expression of regret
- Providing the solution desired by the Complainant
- Changing procedures to prevent future problems

7.4 The Management Board will:

Decide who can take remedial action and to what extent action can be taken under delegated powers

- Make arrangements to ensure that the remedy is carried out.
- Ensure that any remedy is within the school's legal powers
- Ensure that the approach to remedies is reasonable and consistent.

7.5 Where a complaint is not upheld, the Complainant will be given a report and informed of any further action which may be appropriate in their situation

8. Records and Monitoring

8.1 General complaints will be recorded in a file for that purpose.

Date: September 2021

Next Review: September 2022

**THE WESSEX SCHOOLS TRAINING PARTNERSHIP
GENERAL COMPLAINTS POLICY AND PROCEDURE
FORM GCP1
NOTIFICATION OF FORMAL COMPLAINT**

Submitted by	Name:	
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1. I wish to formally complain about the behaviour, conduct or decisions of:

2. The details of my complaint are *(where possible please identify dates, times and names)*:

3. **EITHER** I have attempted to resolve my complaint informally by (please detail your attempts at informal resolution) **OR** I have not attempted to resolve this matter informally because (*delete where appropriate*):

4. In considering my complaint, I ask you to consider speaking to the following:

5. In considering my complaint, I ask you to look at the following attached documents:

6. In considering my complaint, I ask you to look for the following documents:

7. The outcome I am seeking to resolve this complaint is:

8. During the period in which you investigate my complaint, I would like you to consider taking the following steps (if any):

9. My complaint does/does not* include a complaint that I am subject to discrimination, bullying or harassment.

10. My complaint does/does not* include a complaint that raises a child protection issue.

11. I will/will not* need special help at my Resolution Meeting.

12. My companion at the Stage 1 Resolution Meeting will be:

13. My companion cannot attend a Resolution Meeting on the following dates/times:

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I have read the Wessex Schools Training Partnership's General Complaints' Policy and Procedure. I am aware that a report on the outcome of this complaint may be submitted to the Wessex Schools Training Partnership Management Board.

Signed:

Print name:

Date:

OFFICE USE ONLY

Received by on:

Stage Resolution Manager:

Received by Stage Resolution Manager:

Resolution Meeting held:

Refer to Designated Person CP: YES/NO

** delete as appropriate*

**THE WESSEX SCHOOLS TRAINING PARTNERSHIP
GENERAL COMPLAINTS POLICY AND PROCEDURE
FORM GCP2**

NOTIFICATION OF APPEAL AGAINST GRIEVANCE RESOLUTION

Submitted by	Name:	
Stage 1 Resolution Manager:		

1. I wish to formally appeal against the Stage 1 Resolution Manager's decision.

I attach:

A copy of my Form GCP1

The Stage 1 Resolution Letter

2. I disagree with the Stage 1 Resolution Letter because:

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3. I want the Stage 2 Resolution Manager to:

4. I will/will not* need special help at the Stage 2 Resolution Meeting.

5. My companion at the Stage 2 Resolution Meeting will be:

6. My companion cannot attend a Resolution Meeting on the following dates/times:

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-
-

Signed:

Print name:

Date:

OFFICE USE ONLY

Received by on:

Stage Resolution Manager:

Received by Stage Resolution Manager:

Resolution Meeting held:

** delete as appropriate*