



# **Complaints Policy**

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**Last review date – June 2018**

**Next review date – June 2019**

**Reviewed by – The Laurus Trust**

## **Complaints Policy**

### **Aims and values**

Altius Alliance SCITT is committed to providing high quality training that supports Associate Teachers as they progress towards achieving the Teachers' Standards for Qualified Teacher Status. Any complaint about the training course, the management of the training course or the school based training will be taken seriously and dealt with in a professional manner.

### **Leadership and Management**

The Altius Alliance SCITT Strategic Board is responsible for:

- Ensuring that the policy is working in practice
- Directing the work of the Programme Leadership Board in the monitoring and collation of data relating to complaints
- Monitoring the success of the policy
- Identifying and remedying failures of the policy

The Head of Programme is responsible for:

- Ensuring all staff are aware of the policy and procedures
- Ensuring all Associate Teachers are aware of the policy and its contents
- Implementation of the policy where the complaint is about a school based matter
- Recording and reporting failures of the policy to Strategic Board

The Chair of the Programme Leadership Board is responsible for

- Implementation of the policy where the complaint is about a course or course management matter
- Recording and reporting failures of the policy to Strategic Board

### **Procedures**

If an Associate Teacher is dissatisfied with any aspect of the course, the Programme Leadership Board should be informed as soon as possible. We are committed to supporting Associate Teachers and will deal with any complaint in a professional manner. We recognise that it may be difficult for an Associate Teacher to complain about the course or placement schools as they may feel uncomfortable or vulnerable however they are able to do this via the course elected representatives. Often an informal chat with a member of the SCITT training staff can help a situation but, sometimes, this will not suffice and the Associate Teacher may feel the need to take matters further. If, at any time over the training year, an Associate Teacher wishes to make a formal complaint about the centrally based training, the course management, training in school, the work of the SM, PM or SLE within the school or any other aspect of the course, we advise that an Associate Teacher can proceed by completing a formal complaint form and submitting it to the Programme Leader or Head of Teaching School.

A formal complaint about centrally based training or course management or training in a placement school should be brought to the attention of the Programme Leadership.

If the complainant is unhappy with outcome of this initial contact with the Programme Leadership Board they will be required to submit the complaint in writing to the Head of Programme. The Head of Programme on the Programme Leadership Board will take responsibility for interviewing the complainant and investigating the complaint fully. The complainant has the right to be accompanied by a friend to this initial interview. If there is insufficient evidence to support the complaint, or the complaint is trivial or malicious in nature, the process should be terminated. The complainant will receive a written response from the Programme Leadership Board within 20 days of the complaint being lodged as to the outcome of the investigation.

If there is sufficient evidence for the complaint to be upheld, the matter will be referred to Strategic Board who will appoint an Independent Appeals Panel. The Independent Appeals Panel will consider all the evidence and advise the Associate Teacher of the outcome in a Completion of Procedures letter. If the Associate Teacher feels that the outcome is not satisfactory then the Associate Teacher has the right to complain to the Office of the Independent Adjudicator. The OIA **must receive** an Associate Teacher's Complaint Form **within three months** of the date of the Completion of Procedures Letter.

### **Monitoring**

- The Strategic Board will monitor implementation of the policy through a half termly report from the Course Development Committee
- The Programme Leadership Board will survey Associate Teacher perceptions and present findings to the Strategic Board. Minutes of the Programme Leadership Board and Strategic Board will be available.

### **Development and Training**

The Programme Leadership Board will identify training needs through analysis of complaints data. The Strategic Board will direct the Programme Leadership Board to address and propose solutions to any issues arising from failure in policy or procedures.

### **Publishing policy**

This Policy will be available through the Altius Alliance SCITT website and our documentation. A copy is available from the SCITT office.

### **Review date for the policy**

This Policy will be reviewed by the Policy Review Group and presented to the Programme Leadership Board as part of the 2017-18 meetings cycle.