



**St George's Academy  
Partnership**  
School Centred Initial Teacher Training

# St George's Academy Partnership Complaints Procedure

## Introduction

St George's Academy Partnership recognises that at times things can and do go wrong. St George's Academy Partnership believes that it is in everyone's best interest to resolve concerns and complaints at the earliest possible stage. Before a formal commencement of a complaint, it is expected that the trainee discuss a grievance with the appropriate partnership mentor, ITT lead or Programme Leader.

The majority of issues raised by partnership trainee teachers/staff are concerns rather than complaints. St George's Academy Partnership is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing to implement formal procedures. However, depending on the nature of the complaint, individuals may wish or be asked to follow the Academy Partnership's formal complaints procedure. St George's Academy Partnership reserves the right to reject a formal complaint that it considers to be unsubstantiated or frivolous.

For St George's Academy Partnership to be able to investigate a complaint, it needs to be made within three months of the incident occurring. If a complaint is older than three months it will not be investigated.

The prime aim of St George's Academy Partnership policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

## Scope

The scope of this policy covers most complaints that the Partnership is likely to receive.

This includes, for example –

- Complaints about ITT personnel
- Complaints about placement schools
- Issues with the ITT programme
- Health and safety issues
- The working environment
- Harassment and discrimination
- Interpersonal relationships or bullying

It is usual to disregard anonymous complaints unless somebody is prepared to substantiate them. However anonymous complaints may be investigated, at the discretion of the Partnership Lead, if it is felt the complaint is of sufficient seriousness to warrant this.

## General Principles

The St George's Academy Partnership Complaints Procedure will:

- encourage resolution of problems by **informal** means wherever possible;
- be easily **accessible** and **publicised**
- be **simple** to understand and use;
- be **impartial**;
- be **non-adversarial**;
- allow **swift** handling with established **time-limits** for action and keeping people informed of the progress;
- ensure a full and **fair** investigation
- respect people's desire for **confidentiality**;
- address all the points at issue and provide an **effective** response and **appropriate** redress, where necessary;
- provide **information** to the Partnership senior leadership team so that services can be improved.

## Procedure

The St George's Academy Partnership Complaints Procedure has four main stages, as follows:

Stage 1: A complaint is raised informally with a mentor or supporting teacher;

Stage 2: A concern is heard by the ITT Lead in the base school;

Stage 3: The concern is escalated to the Partnership Programme Leader;

Stage 4: A formal complaint is heard and responded to by the Head of SCITT.

At each stage, the person investigating the complaint will ensure that they

- Clarify the nature of the complaint and unresolved issues
- Clarify what the complainant feels would put things right
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Keep notes of the interview(s)

At each stage, the person investigating the complaint will seek ways to resolve the complaint satisfactorily. It may be appropriate to offer one or more of the following:

- An acknowledgement that the complaint is valid in whole or in part and/or acknowledgement that the situation could have been handled differently or better (this is not the same as an admission of negligence)
- An apology
- An explanation
- An assurance and an explanation of the steps that have been taken to ensure that it will not happen again
- An undertaking to review Partnership procedures in light of the complaint.

Where it is not felt that a complaint is valid in whole or in part, this will be communicated with an explanation of why the complaint is not upheld.

## Office of Independent Adjudicators

If a complaint cannot be resolved the trainee has the right to make a formal complaint to the OIA however, before a student can complain to the OIA, they must normally have first completed their provider's internal complaints or appeals procedures. Once they have done so, the provider should issue a Completion of Procedures Letter. This letter should set out clearly the issues that have been considered, the provider's final decision and the deadline for bringing a complaint to the OIA.

WEB SITE: <http://www.oiahe.org.uk>

## OIA

Second Floor, Abbey Gate, 57-75 Kings Road, Reading, RG1 3AB

Telephone: 0118 959 9813

All policies will last for one year, will be dated as such and will have a review date.

Adopted by	<b>St George's Academy Partnership</b>
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Monitoring Responsibility	<b>St George's Partnership Leadership team</b>
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