

## **COMPLAINTS PROCEDURE**

### **POLICY STATEMENT**

#### **Complaints Procedure**

The Basingstoke Alliance SCITT is committed to ensuring that all trainees are treated fairly and with consideration. This procedure is designed as a guide, and the BASCITT will endeavour to resolve all matters, which are causing difficulties or could potentially disrupt the partnership as quickly and efficiently as possible. For the purpose of this procedure a trainee complaint is defined as: “an expression of dissatisfaction by one or more trainees about an action or lack of action of the BASCITT, or about the standard of service provided by or on behalf of the BASCITT.

#### **1. Principles**

- Resolve concerns through informal discussions at the earliest stage.
- Have named people within the BASCITT who can be approached in this connection.
- Focus on resolution and a review of procedure rather than blame.
- Be accessible to all regardless of disabilities special needs or language barriers.
- Be confidential and discrete.
- Include fair and transparent investigative processes for staff as well as complainants.
- To indicate others who may help e.g.; OIA – Office of the Independent Adjudicator.

#### **2. Process**

- The preliminary/informal stage – contact the BASCITT and an appropriate member of staff will be nominated to deal with the enquiry on an informal basis. Most complaints will be dealt with at this stage.
- If the complaint is against the Headteacher of the lead school, Dove House School Academy, the trainee will be asked to discuss it with the

Headteacher. However, if this is not appropriate the trainee will be asked to talk to the Chair of Governors who can be contacted via the Clerk to Governors through Dove House School Academy.

- If the complaint is about the service of another organisation provided on behalf of the BASCITT, the student can contact the appropriate organisation directly.

### **3. Procedure**

#### Stage 1 Formal Complaint – Headteacher of the Lead School, Dove House School Academy

##### Action

Write to the Headteacher with details of the complaint including any relevant paper work.

##### Response

- Any written complaint will be acknowledged within five working days.
- The process of an initial evaluation, consideration of mediation/conciliation, investigation, consideration of hearing or meeting will be followed. The complainant will then be notified of the outcome.
- If the complaint requires a full written report this will be prepared within twenty working days wherever possible.

#### Stage 2 Review - Chair of Governors.

##### Action

- Write to the Chair of Governors through the Clerk to the Governors. This should include an outline of the complaint and any relevant paperwork. The written complaint will be acknowledged within five working days.

##### Response

- The Chair of Governors will decide who is responsible for dealing with the complaint. This could include the Headteacher (unless concerning the Headteacher in which case could not be responsible for dealing with the complaint) or the appropriate committee of the Governing Body.
- The review process will check if the procedure were followed, if the outcome was reasonable and if any new material evidence is available. The complainant will then be notified of the outcome.
- If the complaint requires a full written report the Chair of Governors will go through all the documentary evidence provided by the complainant and the Headteacher and write to the complainant with their conclusion. This will be

prepared within twenty working days of the Chair of Governors acknowledgement of the complaint.

### Stage 3 Final - Independent Appeals Panel

#### Action

- Should the complainant still be dissatisfied, the complainant should write to the Clerk to the Governing Body via Dove House School Academy.
- The Clerk will set up an independent appeals panel where the complainant will present their grievances and to which the Headteacher will respond.

#### Response

- The Clerk will acknowledge receipt of the written request for the complaint to be heard within 5 working days to the complainant and should inform the complainants of the arrangements for hearing the complaint within 20 days of receiving it. Any further documents relevant to the complaint that the complainant wishes to submit should be done at least 5 working days prior to the date of the hearing to allow adequate time for the documents to be circulated.
- The complainant can be accompanied at the panel hearing if they wish.
- The panel should consist of three Governors with no prior involvement in the matters detailed within the complaint and one panel member is independent of the management and running of the school. No Governor may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- The Panel will discuss their findings in private and the Clerk shall inform the complainant in writing of the decision within 5 working days following the meeting.
- This is the final stage of the BASCITT complaints procedure.
- Should the complainant still not be satisfied, the complainant can refer the matter to the OIA – Office of the Independent Adjudicator.

#### **4. Code of Acceptable Conduct**

If a complaint is abusive or aggressive the Headteacher will consider;

- Writing to the complainant requesting that the behaviour cease.
- Set restrictions for further contact with staff.
- Report the incident to the appropriate authority for advice and further action.

In the case of a telephone caller being aggressive or offensive the person taking the call will end the call and record the incident. If this behaviour persists the Headteacher will report the matter to the Police.

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