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## **WILDERN ACADEMY TRUST**

### **Wildern Partnership SCITT Complaints Policy**

#### **Principles**

The WPSCITT is committed to ensuring that all trainees and individuals providing services to the SCITT programme are treated fairly and with consideration. This procedure is designed as a guide, and the WPSCITT will endeavour to resolve all matters, which are causing difficulties or could potentially disrupt the partnership as quickly and efficiently as possible. We believe that taking informal concerns seriously is the best way of meeting the needs of our stakeholders, of providing excellent service and of preserving the reputation of the WPSCITT. Such concerns are best dealt with using existing day-to-day processes, and without the need for formal procedures.

Complaints and appeals will be referred to the SCITT Director in the first instance, who may judge that the complaint is best dealt with by another senior leader within the school partnership if there is a potential conflict of interest.

#### **Practice**

Three stages will normally be sufficient to resolve most complaints:

##### **Stage 1**

- The complainant contacts the WPSCITT Director to raise their concerns.
- The complainant is encouraged to talk to the staff member directly concerned to find an informal resolution.
- If the complainant is a trainee and does not feel comfortable talking with the Director, then the complaint is referred to the relevant subject or phase Tutor. If the complainant is a member of WPSCITT staff, the complaint is referred to the Head of the SCITT. All documentation and communication is collated and available to all parties throughout. The person the complaint is referred to cannot also be the subject of the complaint.
- If the complaint is about the service of another organisation provided on behalf of the WPSCITT (i.e. a partnership school), the complainant can contact the appropriate organisation directly. Most complaints will be resolved at this stage, however if a satisfactory resolution is not reached then the trainee can progress their complaint to the next stage.

##### **Stage 2**

- The complainant writes to the Headteacher of the Lead School, Wildern School, with details of the complaint including any relevant paperwork. If the complaint is against the Headteacher of the Lead school the trainee or member of WPSCITT staff will be asked to talk to the Chair of Governors who can be contacted via the Clerk to Governors at Wildern School.
- The 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 in writing.
- If the complaint requires a full written report this will be prepared within twenty working days wherever possible.

##### **Stage 3**

- Should the complainant still be dissatisfied, the complainant should write to the Clerk to the Governing Body via Wildern School within 14 days of the conclusion of Stage 2

- The Clerk will set up an independent appeals panel where the complainant will present their grievances and to which the Headteacher will respond.
- 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 or WPSCITT. 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 WPSCITT complaints procedure.
- Should the complainant still not be satisfied, the complainant can refer the matter to the OIA – Office of the Independent Adjudicator.

### **Code of Acceptable Conduct**

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

- Writing to the complainant requesting that the behaviour cease.
- Setting restrictions for further contact with staff.
- Reporting 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.