

1. Matters Which Are Not the Subject of the Complaints Procedure

It is important to recognise the limits of the complaints procedure, and what it is not appropriate for.

1.1 If you have an academic problem such as, for example, coping with the demands of your course, you should not delay in seeking advice directly from your Subject Mentor, Professional Mentor, HEI tutor or Director of SCITT.

1.2 If you need help and advice with a personal problem, this may be sought from your School or Director of SCITT

1.3 If you want to appeal against the decision of an Assessment, a separate procedure exists within the Pioneers Partnership Assessment Policy

1.4 If your complaint relates to any SCITT partner and is not immediately linked to your training, you should exhaust the procedures within the partner school before using the SCITT procedure. Complaints that have no bearing on training will not be considered through the SCITT Complaints Procedure

2. Step one- Informal Procedure

2.1 Most complaints and difficulties can be resolved informally and if you are a trainee this may be best achieved by you discussing the matter with your Subject Mentor or Professional Mentor or other training staff in the first instance. He or she may then refer you to your Director of SCITT or may pursue it on your behalf.

2.2 Alternatively, any informal complaint, whether you are a trainee or not, can be addressed to the SCITT Resources Manager who will refer you to the most appropriate member of staff.

2.3 If, having pursued the matter informally, you believe that your concerns have not been appropriately addressed, then you may follow the formal procedure set out below.

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3. Step two-Formal Complaint Procedure

3.1 This procedure is intended to ensure complaints are considered swiftly and fairly. It should be followed in instances where the informal procedure has not resolved the issue or when a complaint is serious and you wish to make the matter formal from the outset.

3.2 Please set down your complaint in writing and submit it to the Director of SCITT, who will normally respond within 5 school days. It is helpful, but not essential, for you to use the form in Appendix 1 to record your complaint. This length of time may be necessary for the matter to be investigated. It may be necessary for the Director of SCITT to meet with you to discuss details of your complaint to enable full investigation.

3.3 The Director of SCITT will invite you to discuss the matter in person and will provide a written response to the complaint.

3.4 If, following receipt of the written response your complaint remains unresolved, you can request a second meeting with him/her to discuss the matter further. You may be accompanied at this meeting by a Trainee (Student) Representative or friend who may participate in the discussion on your behalf. The Director of SCITT may involve other members of staff in the meeting if he/she considers it appropriate to do so.

3.5 Following the meeting, which should take place as soon as is reasonably possible, the Director of SCITT will provide you with a written statement of its outcome.

3.6 If at this stage your complaint still remains unresolved, then you should refer it in writing to the Line Manager of Director of SCITT within 10 School Days of receiving your written statement from the Director of SCITT. You should provide copies of relevant earlier correspondence and any other relevant papers. The Line Manager of Director of SCITT will respond to you within 5 school days and may request to see you to discuss the matter personally. In any event, you will receive a written response from the Line Manager of Director of SCITT.

3.7.1 If you are a trainee, and after following Point 3.6 your complaint still remains unresolved, you should contact the Office of the Independent Adjudicator, an independent body set up to review student complaints about higher education providers in England and Wales. This service is free for trainees of the SCITT and their decision will be final. <https://www.oiahe.org.uk/>

3.7.2 If you are not a trainee, and after following Point 3.6 your complaint still remains unresolved, you should appeal to the Chair of the Strategic Board via the Clerk to the SCITT Strategic Board (address supplied upon request) within 15 school days of receiving your written statement from the Line Manager of Director of SCITT. You should provide copies of relevant earlier correspondence and any other relevant papers. A three member panel will rehear all the facts of the case – if you have fresh evidence to present to the panel you may do so. The panel must meet no later than the 15th school day after the date on which your appeal is lodged. In exceptional circumstances panels may adjourn a hearing until a later date. Their decision will be final.

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4. Additional guidance

4.1. If your complaint raises concerns of a disciplinary nature related to staff or trainees, disciplinary procedures may be utilised. You may be called to give evidence at any disciplinary hearing. Once the disciplinary procedures have been invoked, they will take precedence over the complaint procedure.

4.2 Should your complaint be against the Director of SCITT, it can be referred directly to the Line Manager of Director of SCITT (Please follow the procedure from Point 3.6 onwards)

4.3 The SCITT recognises that you may not be familiar with this procedure and in the event of your submitting your complaint in another form you will be advised accordingly and your complaint will then be dealt with.

4.4 If at any stage your complaint is considered to lack merit or to be frivolous or vexatious then the SCITT partnership reserves the right to dismiss it. Should this occur, the Director of SCITT will provide you with a written statement as to the reasons why he/she has done so.

4.5 If a named member of SCITT personnel is unavailable, the SCITT will ensure an appropriate person will act on their behalf in their absence to hear your complaint.

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Appendix 1 – Complaint form

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| Your name |
| Address |
| Daytime telephone number |
| Evening telephone number |
| Details of your complaint |
| What action, if any, have you already taken to try and resolve your complaint. Who did you speak to and what was the response? |
| What actions do you feel might resolve the problem at this stage? |
| Are you attaching any paperwork? If so, please give details. |
| Signature and date |
| Official use only: Complaint tracking |