

Our Vision is to produce outstanding teachers who will ensure their students, whatever their starting point, thrive in all aspects of education. Our trainee teachers will value developing the whole person equally to the achievement of academic success.

Policies and Procedures

Complaints Policy

Adopted: September 2017

Review Date: September 2019

Reviewers: RDv/GCr

The purpose of any complaints system is to put things right when they have gone wrong. The attached policy sets out the procedures to be taken to deal with complaints the NWSCITT may receive.

To achieve this, North Wiltshire SCITT will:

- ensure that all trainee teachers have equitable access to its services and resources
- be non-discriminatory and promote the goals of anti-discrimination, access and equality; and
- take reasonable steps to ensure its services, programmes and decision-making promote an inclusive culture.

Definitions

Complainant: the individual alleging the discrimination treatment or behaviour

Respondent: the individual against whom the allegation of discrimination is made.

Right to complain

Individuals have the right to complain about situations they believe to be discriminatory or harassing in nature.

This policy prohibits reprisals against individuals because they have complained or have provided information regarding a complaint. Alleged reprisals are subject to the same complaints procedures and penalties as complaints of discrimination.

Reporting a Complaint

Although individuals may first choose to make a verbal complaint, a written summary of the incident will be required.

Complaints should be reported as soon as possible. If the complainant is delayed beyond three months, the complainant should outline the reason for the delay in reporting the incident(s).

In the first instance a complaint form should be completed (Appendix 1). This should contain a brief account of the offensive incident(s), when it occurred, the person(s) involved and the names of witnesses, if any. The complaint form should be sent to:

SCITT Programme Manager
North Wiltshire SCITT
TEC, Royal Wootton Bassett Academy
Lime Kiln
Royal Wootton Bassett
SN4 7HG

Investigation

Within 3 working days of receiving a complaint, the Programme Manager must initiate the investigation process.

As soon as possible after receiving the complaint, the Programme Manager will notify the individual(s) being named in the complaint. All individuals named in the complaint have a right to reply to the allegations against them.

Individuals named in the complaint as witnesses will be interviewed.

The respondent has the right to be accompanied to all meetings by a colleague or union representative.

Settlement and Mediation

With the consent of the complainant and the respondent, the Programme Manager may attempt to mediate a settlement of complaint at any point prior to or during an investigation.

Every effort will be made to reach a settlement satisfactory to the complainant and the respondent.

Confidentiality

All individuals involved with a complaint must ensure the matter remains confidential.

The Programme Manager will release information only on a need to know basis. Whenever possible, investigation reports are presented in a summary format without the names of witnesses.

Findings and Recommendations

Once the investigation is complete, the Programme Manager will prepare a written report summarising the investigation findings.

Final Decision

The individual(s) who filed the complaint and those named in the complaint have the right to review and comment on the investigation findings with the Programme Manager.

Remedy

A response to a founded complaint could include remedial action ranging from:
Requiring the respondent to provide a verbal or written apology;
Giving a verbal or written reprimand with a copy to the respondent's personnel file

If the findings do not support the complaint, the Programme Manager might;
Make a recommendation for training or better communications; or
Recommend that no further action is necessary

It may be that no action is taken against the respondent, but there may be a need for some management or systemic activity.

A person who is found to have made a frivolous or vexatious complaint may be subject to disciplinary action.

If the individual wishes to appeal against the disciplinary action that has been decided upon, the Programme Manager should invite the individual to a further meeting.

Appendix 1

NWSCITT Complaint Form

Please complete and return to who will acknowledge receipt and explain what action will be taken.

Your name:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give 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)?

Signed: