

We are an ambitious and inclusive Trust of schools  
strengthening communities through excellent education.

**Ted**  
**Wragg** TRUST



# Programme complaints and Appeals Policy

**Responsibility for approval:** Learner and Partner Experience subgroup

Approved: May 25

Next review May to July 27

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## 1.0 Policy Statement

- 1.1. Our Mission: We prepare teachers who will be equipped to join our school communities and make the world a better place for our young people.
- 1.2. Our Commitment: Our training prepares teachers to be resilient, inspiring professionals equipped to have a long-term impact on the children in the diverse communities we serve.
- 1.3. How we do it: We integrate school-based deliberate practice with evidence-informed learning to develop practitioners driven by inclusion and social justice for young people.

## 2.0 Scope and Purpose

- 2.1. Ted Wragg Teacher Training Partnership (TWTP) SCITT is committed to providing high quality Initial Teacher Training. Sometimes things may seem to go wrong which may lead course participants or other stakeholders to express concerns. We believe that taking informal concerns seriously is the best way of meeting the needs of our stakeholders, providing an excellent service and preserving the good name of TWTP and Lead Partners. In most instances informal concerns should be dealt with swiftly without the need for formal procedures.
- 2.2 This policy relates to complaints and appeals regarding TWTP's recommendations for the award of QTS and application of the QTS Assessment Policy.
- 2.3 This policy also covers procedures for handling concerns about any other operation of the SCITT outside of academic work provided by the partner PGCE institution.

## 3.0 Definition

- 3.1 For the purpose of this document:
  - Ted Wragg Teacher Training Partnership SCITT and 'the partnership' refers to the SCITT and its Training Partners in ITT delivery.

## 4.0 Legal Framework

- 4.1 This Policy will be shared with Training Partners and will be included in the SCITT's Policy Monitoring Schedule.
- 4.2 This policy is written to ensure compliance with the Department for Education's Initial Teacher Training Criteria and Supporting Advice, specifically items 3.1-3.4.

## 5.0 Roles and Responsibilities

- 5.1 SCITT Director – ensures this policy is regularly reviewed, adhered to and shared with all stakeholders  
 Training Partner Directors – ensure this policy is applied in their setting and that all trainees have a first port of call at which to raise concerns  
 Appeals and Complaints Panel – ensures all trainees receive a fair hearing for Stage 2 Complaints.

## 6.0 Comments, Concerns and Compliments

- 6.1 TWTP regularly seeks feedback from course participants in order to continuously develop its programme. Trainees are encouraged to participate fully in this process by:
- Participating in the Feedback Cycle, completing surveys issued regularly by the Lead Partners
  - Communicating regularly with the Trainee Representatives to Learner and Partner Experience Subgroup.
  - Taking advantage of the ‘open-door’ policy operated by the Training Partner Directors.
- 6.2 Through these forums’ trainee feedback is welcomed. Trainees are welcome to use these forums to:
- Express approval or share their happiness with the programme. Our trainees are encouraged to see the value of positive feedback to a healthy and happy institution and workplace.
  - Make suggestions for the betterment of the programme, either for their own or for future cohorts.
  - Seek clarification of processes, procedures and decisions made as part of the programme.
- 6.3 Trainees should also feel free in this way to raise concerns that they may have before those concerns reach the status of complaint.

## 7.0 Expressing Concerns

- 7.1 A trainee with an informal concern may raise that concern with a variety of TWTP personnel, depending on the nature of that concern. These personnel can include:
- The Mentor or Teacher Training Coordinator in their placement school
  - The Programme Administrator if the concern is related to administration or Finance
  - The Lead Subject Mentor or Lead Mentor linked to their Training Partner
  - The Training Partner Director of their programme
  - The SCITT Director

- 7.2 Personnel taking the initial informal concern will use their best judgement on the issue, with the intention of resolving it as swiftly and satisfactorily as possible. If they are in any doubt about the best way to manage this, they can raise the issue with the SCITT Director, without the necessity of escalating the concern to a formal complaint.
- 7.3 Concerns are best dealt with as soon as they arise. Care must be taken to treat concerns with respect and to protect the rights of the individuals involved. Guidance must be sought from the SCITT Director regarding the application of this policy. No concern should be allowed to drop without being addressed.

## 8.0 Making a formal Complaint

- 8.1 If concerns develop into formal complaints, TWTP will investigate them and apply the procedures recommended by the Office of Independent Adjudicators (OIA).
- 8.2 Formal complaints and appeals procedures will be invoked when initial attempts to resolve a concern are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further. Complaints and appeals will be made to the SCITT Director in the first instance, who may judge that the complaint or appeal is best dealt with by another suitable complaints coordinator if it is felt there is a potential conflict of interest.

## 9.0 Stages of Complaint/Appeal

- 9.1 Two stages of complaint are considered sufficient to resolve conflicts and appeals.

<b>Stage 1</b>
Trainee submits a complaint using the Stage 1 Complaint Form (Appendices A) to the Programme Administrator. Complaints/Appeals raised more than 30 school-working days after the incident will not normally be accepted.
Programme Administrator acknowledges receipt as soon as possible.
SCITT Director investigates and arranges a meeting with the trainee within 5 working days of receipt of complaint form.
Within 5 working days of that meeting, the SCITT Director writes to the trainee with a summary of the complaint, the investigation findings and a proposed resolution.

Trainee has 5 working days to confirm acceptance of that resolution or, if they feel necessary, to escalate the complaint to Stage 2.

### Stage 2

Trainee submits a Stage 2 Complaint Form (Appendix B) to the Programme Administrator stating why the proposed resolution is rejected and providing either new evidence or information to support their original complaint; or evidence that TWTP did not follow its processes for dealing with complaints.

The SCITT Director convenes an Appeals Panel comprising: the Strategic Board Chair, one other member of Strategic Board and one other member drawn from either of our sub-groups.

The Appeals Panel investigates the complaint and any evidence submitted either by the trainee, the Lead Partner or the SCITT Director.

The Appeals Panel meeting is held within 30 days of the receipt of the Stage 2 Complaint Form is notified to the complainant 10 school-working days in advance. The complainant has the option of appearing before the Panel, but the appeal will be completed in the event of their absence.

The trainee can be accompanied by a suitable colleague or professional representative.

## 10.0 Stages of Complaint/Appeal

- 10.1 There is a private discussion within the Appeals Panel to clarify the process to be followed.
- 10.2 Panel, the complainant and SCITT Director meet. The Complainant provides statement regarding request for appeal to the Stage 1 decision.
- 10.3 SCITT Director provides statement.
- 10.4 Other named Staff involved in the appeal will be interviewed by the Panel as necessary.
- 10.5 Complainant and SCITT Director are asked to leave.
- 10.6 The Appeals Panel will then consider the evidence and formulate their decision. They may uphold or reject the appeal.
- 10.7 The decision is final.

10.8 The decision may include a recommendation to annul the Stage 1 decision and amend.

10.8 Every attempt should be made to secure a satisfactory resolution which may include for example:

- An apology
- An explanation
- An admission that the situation could have been handled differently
- An explanation of the steps taken to ensure that it will not happen again
- An undertaking to review SCITT policies in the light of the complaint.

10.10 If the complainant is not happy with the outcome, then they are eligible to refer the matter to the Office of the Independent Adjudicator (OIA). <https://www.oiahe.org.uk/>

## 11.0 Appendices

### Appendix A - SCITT CONFIDENTIAL COMPLAINT FORM: STAGE ONE: PERSONAL INFORMATION

Name (in full)	
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Cohort of (year):	
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Programme of study and subject/phase specialism	
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Your contact address	
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Telephone no.	
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E-mail address	
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**SUMMARY OF THE INFORMAL STAGE OF YOUR COMPLAINT**

Date of informal meeting/email exchange- .....

Name of person involved in the complaint- .....

Please confirm the date and name of the person you had your **last meeting with**, in relation to the informal stage of your complaint (if applicable):

Date - .....

Name - .....

**12.0**

Please confirm the date, and with whom, you had your **last correspondence** from the person who was dealing with this complaint at the informal stage (*if applicable*):

Date - .....

Name - .....

**PLEASE ATTACH WRITTEN CONFIRMATION THAT THIS MATTER HAS BEEN RAISED INFORMALLY.**

**DETAILS OF COMPLAINT**

PLEASE STATE CLEARLY WHY DISSATISFACTION REMAINS FROM THE INFORMAL STAGE OF THE COMPLAINT.

**DESIRED OUTCOME**

PLEASE STATE THE OUTCOME YOU WOULD LIKE TO RESOLVE THE COMPLAINT TO YOUR SATISFACTION.

<p>PLEASE STATE THE OUTCOME YOU WOULD LIKE TO RESOLVE THE COMPLAINT TO YOUR SATISFACTION.</p>
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**EVIDENCE**

List here any documents that are being attaching to support the appeal.  
Please explain their significance to the appeal

Document Name	Significance

**SUPPORT**

PLEASE GIVE THE NAME OF ANY SCITT STAFF THAT ARE SUPPORTING *(IF APPLICABLE)*

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**THIS FORM SHOULD NOT BE USED FOR ACADEMIC APPEALS.**

**PLEASE KEEP A COPY OF THIS FORM FOR YOUR RECORDS, PLUS ANY MATERIAL YOU SUBMIT.**

Please send the completed form to the Programme Administrator, TWTP encourages you to seek help and advice with from your Training Partner team.

**Please note the time constraints stipulated in the appeal/complaints procedure.**

**DECLARATION**

I BELIEVE THAT THE ABOVE INFORMATION IS ACCURATE. I CONFIRM THAT DETAILS OF THIS COMPLAINT CAN BE SHARED WITH RELEVANT STAFF AND MY ADVISOR OR REPRESENTATIVE (IF APPLICABLE).

SIGNATURE: .....

PRINT: .....

DATE: .....

**Appendix B SCITT CONFIDENTIAL COMPLAINT FORM: STAGE ONE:  
PERSONAL INFORMATION**

Name (in full)	
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Cohort of (year):	
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Programme of study and subject/phase specialism	
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Your contact address	
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Telephone no.	
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E-mail address	
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**SUMMARY OF PROPOSED RESOLUTION FROM STAGE ONE:**

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REASONS FOR REJECTION OF STAGE ONE RESOLUTION: Stage Two Complaints must include one or more of the following grounds:

Grounds	Example	Evidence
There is new and relevant information is available that for good and independently verifiable reasons was not available at Stage 1 and now ought to be considered.		
At Stage 1 the SCITT failed to follow its procedures for the successful resolution of complaints.		

**Flow Chart**

