



## Complaints Policy

**Northern Lights SCITT values the suggestions and compliments of our trainees as opportunities to improve the quality of our training provision.**

**The SCITT is equally committed to taking concerns seriously at the earliest stage and addressing them without recourse to a formal process. If, however, a trainee feels that their concern has not been addressed, or it is of sufficient gravity, then NLSCITT's formal Complaints Policy, following recommendations from the Office of the Independent Adjudicator (OIA), should be used. Guidance must be sought from the SCITT Director regarding the application of this policy.**

Formal complaints will be dealt with in a sensitive, impartial and confidential manner aiming to resolve the concern(s) as fairly and speedily as possible. The trainee is able to nominate a colleague/friend to accompany them to meetings/hearings. The outcomes at each stage will be notified to all parties including clear reasons for the decisions.

There are 4 main stages:

**Stage 1 (informal): The trainee raises a cause for concern informally with the appropriate member of staff i.e. School Based Mentor, Training Manager or Subject Lead.**

Northern Lights SCITT requests that the trainee first discuss any concerns with their Mentor or Subject Lead which will often result in an immediate response to resolve the issue. In some cases, there may be the need for an explorative discussion which takes several days to achieve an informed response. It is anticipated that most concerns will be resolved in this way.

**If the matter is not resolved then it goes to:**

**Stage 2            The trainee makes a formal complaint in writing to the SCITT Director including evidence that they have tried to resolve the initial complaint and an identified resolution that they are seeking. (see Complaint Form)**

The complaint and the date it was received will be recorded and acknowledged, normally within 2 days of receipt. Following investigation, including any action that has already been taken to resolve the issue, the SCITT Director will provide either a written response or convene a meeting to discuss the matter. The meeting will normally take place within 5-10 working days of receipt of the formal complaint.

*NB. If the complaint concerns the conduct of the SCITT Director, the Northern Lights SCITT Management Board will be informed of the complaint and the Board will arrange for the matter to be investigated further. The Board will normally give a response within 5-10 working days of the referral.*

**If the matter is not resolved then it goes to:**

**Stage 3**      **The trainee forwards a written request to the SCITT Director that the complaint is referred to the NLSCIT Management Board for a formal hearing after which the Board will decide and communicate to the trainee the outcome.**

If the matter is not resolved at Stage 2, the SCITT Director will advise the trainee of the right to refer the complaint to a Northern Lights SCITT Management Board Hearing. The aim of the hearing is to impartially resolve the complaint and achieve reconciliation between the trainee and the SCITT.

The hearing will normally take place within 10 working days of the written request for a Stage 3 investigation. All parties will be notified of the Board's decision in writing within three working days after the date of the hearing. The letter will also contain details of any further rights of appeal available.

**If the trainee is not satisfied then it goes to:**

**Stage 4**      **The trainee may refer the complaint to the Office of the Independent Adjudicator.**

Trainees may refer their complaint to the Office for the Independent Adjudicator, details of which can be found at:

[www.oiahe.org.uk](http://www.oiahe.org.uk)

or via post:

Office for the Independent Adjudicator  
Second Floor  
Abbey Gate  
57 - 75 Kings Road  
Reading  
RG1 3AB

Tel: 0118 959 9813

Email: [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk)

### **Guidance**

At every stage the communication between all parties is recorded and collated, with all those involved kept informed throughout.

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 or better;
- An assurance that the event complained of will not recur;
- An explanation of the steps that have been taken to ensure that it will not happen again;
- Changes in practice of any party
- An undertaking to review SCITT policies in light of the complaint.

### **Performance**

Will be judged by the successful resolution of concerns, complaints and appeals monitored by the SCITT Director and the SCITT Executive Board.

# FLOW CHART

The Complaints Procedure flow chart is designed to assist trainees in understanding the procedure to follow and the stages associated with the process. If you are not satisfied with an aspect of our ITT provision there are three stages you can follow.

