**Ashton on Mersey SCITT**

**Complaints Policy**

**Author: S Buckley Date written/amended: 23rd May 2017**

 **Date of next review: 23rd May 2018**

**Aims and Values:**

* To provide the best possible service to our customers (trainees, SCITT staff and partner schools) and to always be looking for opportunities to improve it
* To recognise that on some occasions things go wrong and learn from our mistakes
* To listen to the concerns, complaints, suggestions and compliments of all our trainees and to see them as opportunities to improve the quality of the service we provide
* To respond to all concerns and complaints initially within three working days
* To provide a variety of opportunities for our trainees to let us know what they think about the service we provide
* To provide support, advice and training for our staff in dealing with complaints
* To monitor and analyse comments received and build the analysis into our on-going policy review process and SCITT improvement planning

**Our Strategy:**

* Procedures in place for *registering* a concern/ complaint/compliment about any aspect of the service provided by the SCITT by a choice of routes, this will be reviewed annually
* Procedures disseminated through the SCITT online portal, Programme Leader update letter, trainee programme handbook and the partnership handbook
* Clearly defined stages for hearing complaints with the final stage being an appeal to the strategic board
* Written guidance, advice and training in place for all staff in handling complaints

**Success Criteria:**

* A log of concerns and comments from a cross-section of our trainees
* Evidence of a positive approach by staff in dealing with concerns, complaints or suggestions from our trainees

**Evaluation:**

* Head of Teaching School – audit of evidence/ action
* SCITT Manager and Course Leaders – audit of evidence/ action
* Ofsted Assessment

**Guidelines to dealing with Complaints & Concerns**

Our complaints policy outlines the SCITT’s commitment to the provision of the best possible service to our trainees (trainees, SCITT staff and partner schools).

It is important that this commitment is demonstrated in everything we say or do as a school.

The receipt of a concern or complaint (whether justified or not) is our opportunity to evaluate the service we provide and to show that we genuinely care about our trainees and that we are looking for continuous improvement.

The policy **commits us to responding to concerns or complaints initially within three working days**.

If at all possible, the member of staff receiving the concern should try to resolve the issue on the spot without the need for formal procedures. If this happens, always remember to ask the complainant if they are happy with the outcome.

In order to analyse and publish our response to complaints and to improve our service as a result, it is essential to record brief details when the concern reaches us, from whatever source, and annotates it with a note indicating the action taken. A complaints-log is recorded by the SCITT administrator, Miss Karen Craven. If a complaint is referred on to you, from another member of staff, please remember to send the completed complaints form to Miss Craven.

**Procedure for dealing with complaints**

Minor concerns

* Deal with immediately if possible

All other concerns/complaints

* Respond within three school days
* Deal with the matter yourself or pass on immediately to the most appropriate member of staff
* Inform the complainant what you have done or plan to do
* Keep calm at all times when dealing with the complainer
* Ask them if they are happy with the way the matter was dealt with – even if they may not agree with the action taken
* Fill in a concern/complaint form
* Date it and send/ give it in to the Miss Craven in the admin office
* If the complainant is dissatisfied with the way the complaint was handled and wishes to take the matter further, the staff member dealing with the issue should pass it on to for action by a member of the SCITT Management Team
* If the complainant remains dissatisfied with the way the complaint was handled and wishes to take the matter further, the matter should be referred to the Head of Teaching School.
* If the complainant remains dissatisfied with the way the complaint was handled and wishes to take the matter further he/she should be informed that the final stage of the complaints process is to appeal to the members of the strategic board
* If the complainant feels that the SCITT have not dealt with the matter the way they would have liked, they the SCITT should direct them to the OIA for further investigation

**The complaints log**

The main purpose in logging complaints is to improve the service that we provide to our trainees and learn from any mistakes that we make or those occasions when dips in our performance have been identified. It is not about attributing blame.

Our organisation is very complex and all staff have their role to play in dealing with complaints.

Miss Craven will co-ordinate the complaints log and keep it in one place but it is not her job to monitor all aspects of our service.