**Ashton on Mersey SCITT**

**Complaints Policy**

**Author: S Buckley Date written/amended: 2nd October 2018**

 **Date of next review: 2nd October 2019**

**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 about any aspect of the service provided by the SCITT by a choice of routes, this will be reviewed annually
* Procedures collated through the SCITT google doc by a member to the SCITT team. The Course Leader to inform all mentors and trainees of the correct procedure and to monitor all concerns/complaints.
* Clearly defined stages for hearing complaints with the final stage being an appeal to the strategic board

**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 colleagues (trainees, SCITT staff and partner schools).

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

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 colleagues 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. The SCITT have created a google form to log all complaints/concerns as we receive them. This is then reviewed at the weekly SCITT Meeting by the Course Leader, SCITT Manager and Head of Teaching School.

**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
* Send through the concern/complaint to a member of the SCITT team who will then log onto the google form, this can be completed either via email or on the phone.
* 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.

The SCITT Management team will co-ordinate the complaints log and keep it in one place, it is the responsibility of the Course Leader to monitor the complaints.