



Bluecoat SCITT Alliance

Nottingham

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Believe, Succeed, Achieve

Complaints Policy

Academic Year 2021 - 2022

Reviewed: Annually

“Supportive and tailored training of teachers for the future!”

Accredited provider of quality School Based Teacher Training – awarding QTS (+ PGCE Sheffield Hallam University)
OFSTED graded GOOD – 2017

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Bluecoat SCITT Alliance is a member of Archway Learning Trust | Registered in England and Wales. Registration No. 7875164 **Registered Office:** Aspley Lane, Nottingham, NG8 5GY

The majority of issues raised by staff, trainees, parents or pupils are concerns rather than complaints. Bluecoat SCITT Alliance is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without recourse to formal procedures. However, in those instances where a trainee does not feel that a concern has been addressed, or it is of sufficient gravity, then Bluecoat SCITT Alliance's formal complaints procedure should be used. The prime aim of Bluecoat SCITT Alliance's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

The Bluecoat SCITT Alliance Policy has five main stages. In summary they are as follows:

- Stage 1** A concern is raised informally with an appropriate member of staff. If the matter is not resolved then it goes to:
- Stage 2** Formal written complaint. If the matter is not resolved then the complaint goes to:
- Stage 3** The CEO of Archway Learning Trust and arranges a further investigation. If the matter is still not resolved then the complaint goes to:
- Stage 4** Panel to review investigation for procedure and fairness and come to conclusion
- Stage 5** On conclusion of the internal stages above, if the complainant remains dissatisfied with the outcome of the complaint, they may refer it to the Office of the Independent Adjudicator:

Stage 1 – Raising a concern

Concerns can be raised with BSAN at any time and will often generate an immediate response which will resolve the concern. Apart from BSAN normal procedures for consultation with trainees, or other arranged meetings with specific staff, BSAN requests that trainees make their first contact with their Mentor, or Subject Lead. On some occasions the concern raised may require investigation or discussion with others, in which case there will be an informal but informed response. It is anticipated that the vast majority of concerns will be satisfactorily dealt with in this way.

Stage 2 – Making a complaint

Formal complaints should be put in writing and addressed to Archway Learning Trust CEO. The complaint will be logged, including the date it was received. The CEO will acknowledge receipt of the complaint. The complaint will be delegated to the Leadership Team member with direct responsibility for the particular area. An investigation will be carried out, and conclusion reached. Leadership Team member will write to complainant within 21 academy days of the complaint being received. If the issue is not resolved;

Stage 3 – Further Investigation

Complaint passed to CEO; the CEO will acknowledge receipt, undertake an investigation, and come to a conclusion. The CEO will write to the complainant confirming decision or request a re-run of relevant stage of process within 21 academy days of complainant appealing stage 2. If complainant is not content with outcome

Stage 4 – Referral Panel

If the matter has still not been resolved at Stage 3, the process will be referred to a panel of at least 3 people not involved in the matter of the complaint, including 1 Trustee. The panel acknowledges receipt. The panel reviews investigation for procedure and fairness and comes to a conclusion. The panel will write to the complainant confirming decision or request re-run of relevant stage within 21 academy days of complainant appealing stage.

Stage 5 – OIA

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

<http://www.oiahe.org.uk/>

Telephone: 0118 959 9813

Email: enquiries@oiahe.org.uk

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