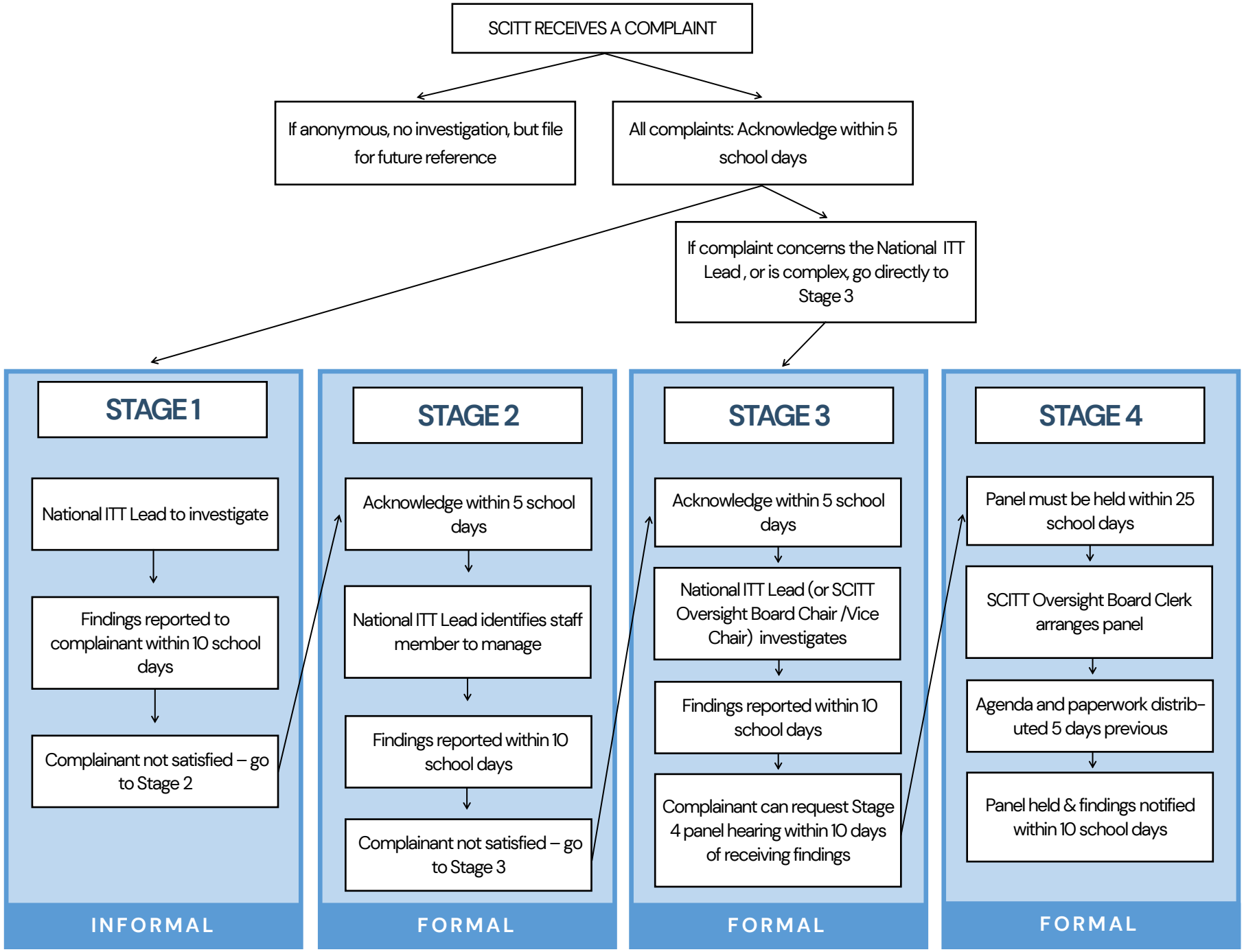
SCITT RECEIVES A COMPLAINT
If anonymous, no investigation, but file for future reference
All complaints: Acknowledge within 5 school days
If complaint concerns the National ITT Lead , or is complex, go directly to Stage 3
STAGE 1
National ITT Lead to investigate
Findings reported to complainant within 10 school days
Complainant not satisfied – go to Stage 2
INFORMAL
STAGE 2
Acknowledge within 5 school days
National ITT Lead identifies staff member to manage
Findings reported within 10 school days
Complainant not satisfied – go to Stage 3
FORMAL
STAGE 3
Acknowledge within 5 school days
National ITT Lead (or SCITT Oversight Board Chair /Vice Chair) investigates
Findings reported within 10 school days
Complainant can request Stage 4 panel hearing within 10 days of receiving findings
FORMAL
STAGE 4
Panel must be held within 25 school days
SCITT Oversight Board Clerk arranges panel
Agenda and paperwork distrib-uted 5 days previous
Panel held & findings notified within 10 school days
FORMAL