

## REAch Teach addendum to REAch2 Complaints Policy

|                         |  |
|-------------------------|--|
| Audience:               | Trainees on REAch Teach Primary Partnership Initial Teacher Training courses<br>REAch2 Staff |
| Ratified:               | SCITT Oversight Board<br>June 2024   |
| Other related policies: | REAch2 Complaints Policy   |
| Policy owner:           | Gill Ellyard, Director of Education  |
| Review:                 | Every 3 years  |

At REAch2, our actions and our intentions as school leaders are guided by our Touchstones.



## Leadership

Finding the leader in all of us.



## Inclusion

Realising the greatness in our difference.



## Learning

Creating exceptional opportunities for learning.



## Enjoyment

Loving what we do.



## Inspiration

Feeling the power of the possible.



## Integrity

Being courageously true to our purpose.



## Responsibility

Unwavering commitment to seeing things through.

|  |          |
|--|----------|
| <b>Policy Overview</b> .....                                       | <b>4</b> |
| <b>Policy In Detail</b> .....                                      | <b>4</b> |
| <b>Appeal to the Office of Independent Adjudicator (OIA)</b> ..... | <b>6</b> |
| <b>Appendices</b> .....  | <b>7</b> |
| Appendix 1 – REAch Teach SCITT Complaints Form.....                | 7        |
| Appendix 2 – REAch Teach SCITT Complaints Flow Chart .....         | 1        |

## Policy Overview

REAch Teach is committed to ensuring all complainants are treated in a respectful manner and are granted equal opportunities, in line with the REAch2 Complaints policy. The aim of this procedure addendum is to provide specific guidance to complainants, partner school colleagues or other interested parties about how they can initiate a complaint and the process that will be followed in investigating that complaint.

A complaint relates to a difficulty or dissatisfaction raised by one or more complainant about the REAch Teach training programme provision, a member of the SCITT team, the placement school provision or staff at a placement school.

## Policy In Detail

There are 3 stages to the REAch Teach Complaints process. The responsibilities:

|  | <b>Complainant responsibilities</b>   | <b>REAch Teach responsibilities</b>   |
|--|---|---|
| <p><b>Stage 1</b></p> <p><b>Informal</b></p> | <p>Try to resolve a complaint directly, informally and quickly with the person concerned.</p> <p>In some circumstances, in the first instance, raise the issue with a different member of staff as a supportive figure e.g. Lead Mentor.</p> <p>Raise the complaint within 1 month of the unsatisfactory circumstances occurring, at the latest. The sooner the matter is raised, the better.</p> <p>Explain clearly what the problem is and what outcome is desired.</p> <p>If the complainant is dissatisfied with the outcome, it can be escalates to stage 2.</p>   | <p>All REAch Teach colleagues are encouraged, whenever practical, to meet with the complainant to establish the precise cause of dissatisfaction, to explore the remedy sought by the complainant and to foster a mutual understanding of the issues involved.</p> <p>The member of staff is expected to listen to the complaint and to try to resolve it in a prompt, straightforward and reasonable manner. Although informal, the member of staff should make notes of any meetings and keep a record of the agreed outcome. Notes should be shared with the complainant. The complainant should be notified that the matter is deemed to be resolved and advised of the availability of Stage 2 of the complaints procedure, if the complaint is not upheld or the complainant is dissatisfied with the attempt at resolution</p>   |
| <p><b>Stage 2</b></p> <p><b>Formal</b></p>   | <p>The complainant should complete the Complaint Form within one month of notification of the outcome of Stage 1 with a clear explanation of the steps taken at Stage 1 to resolve the complaint informally. As a minimum, the explanation should include a specific date, a named member of staff to whom the complaint was reported and why the complaint was not resolved at Stage 1.</p> <p>The complaint must be substantiated by evidence., which may comprise one, or a series of, the following types of evidence: a timeline of events, reference to relevant policies or procedures, letters, emails, witness statements, etc. Any evidence or appendices relevant to the complaint must be submitted at the same time as the complaint form and clearly referenced and labelled.</p> | <p>The National ITT Lead will undertake an initial evaluation to check that the complaint is submitted under the right procedures, within the appropriate deadlines, and in the required format with supporting evidence.</p> <p>The National ITT Lead will administer the complaint and will be accessible to complainants and staff at all stages of the process. <i>If the subject of the original complaint is the National ITT Lead then an appropriate Investigating Officer from within REAch2 will conduct the review in place of the National ITT Lead.</i></p> <p>The National ITT Lead will ensure that an investigation is carried out. The investigation may be delegated to an appropriate member of staff. The investigation and its outcome must be fair and reasonable.</p> <p>It may be appropriate for the investigator to meet with the complainant and/or other parties named in</p> |

|                             |   |  |
|-----------------------------|---|--|
|                             | <p>It is the complainant's responsibility to make their case. Complaints will not be accepted for further investigation if:</p> <ul style="list-style-type: none"> <li>- the rationale for complaint is unclear</li> <li>- evidence is not provided</li> <li>- important dates, times and other details necessary for determining the eligibility of the complaint are not included.</li> </ul> <p>If the submission is unclear or unnecessarily long, complainants will be asked to resubmit the form in a manner that enables proper consideration of the complaint to take place.</p> <p>The completed form should be sent to <a href="mailto:complaints@reach2.org">complaints@reach2.org</a> with 'REAch Teach' in the subject line.</p> <p>The complaint will be investigated as per the timelines in the REAch2 Complaints policy. If dissatisfied with the outcome, the complaint can be escalated to stage 3 on the following grounds:</p> <ul style="list-style-type: none"> <li>- belief that a procedural irregularity has occurred in the handling and/or the investigation of the Stage 2 complaint and/or;</li> <li>- possession of additional evidence which may have affected the outcome at Stage 2 but was unavailable at the time of the original Stage 2 investigation and/or;</li> <li>- a compelling argument to demonstrate that the outcome at Stage 2 was unreasonable. Claims of this nature must be supported by evidence and a clear rationale for the unreasonable nature of the decision. Claims that amount simply to an expression of dissatisfaction with the decision will not be considered.</li> </ul> | <p>the paperwork. Should the investigator wish to meet with the complainant, they will contact the complainant to propose this course of action and secure an appropriate date to meet. The complainant will be offered the opportunity to bring a supporter to this meeting. The supporter may take notes on the complainant's behalf but may not otherwise engage with the process other than to be a support for the complainant.</p> <p>If the National ITT Lead finds in favour of the complainant, they may decide on whatever redress they think appropriate, bearing in mind the outcome sought by the complainant.</p> <p>A report of the investigation will be prepared before a written response is provided to the complainant. The report will be provided to the complainant with the outcome letter.</p> <p>If the complaint is not upheld, the complainant will be notified of the availability of Stage 3 of the complaints procedure.</p> <p>All outcome responses to stage 2 complaints will be issued by the National ITT Lead (or alternative Investigating Officer if the complaint is about the National ITT Lead).</p> |
| <p>Stage 3</p> <p>Panel</p> | <p>The complainant should submit the Complaint Form within one month of notification of the Stage 2 outcome.</p> <p>The complainant must set out the grounds of the complaint by making reference to the above standards, and must provide evidence to support the claim, including proof of why any new evidence being presented was not available at the time of the submission of the stage 2 complaint.</p> <p>The completed form should be submitted to <a href="mailto:complaints@reach2.org">complaints@reach2.org</a> with 'REAch Teach' in the subject line.</p> <p>The Stage 3 will be conducted in line with the procedures within the REAch2 Complaints policy.</p>   | <p>On receipt of a stage 3 complaint form, the National ITT Lead will undertake an initial evaluation to check that the complaint is submitted within the appropriate deadlines, meets the criteria for stage 3 review and is in the required format with supporting evidence. A complaint without adequate grounds and evidence will be dismissed.</p> <p>If the complainant provides evidence to support the criteria, the complaint will be reviewed by a panel of three members of the SCITT Oversight Board who have not previously been involved in the complaint to this point.</p> <p>The review stage will not usually consider the issues afresh or involve further investigation. In reaching a decision, the panel is expected to be fair and reasonable.</p> <p>If the complaint is upheld, both the complainant and the National ITT Lead will receive a written explanation of the decision.</p> <p>If the panel does not uphold the complaint, the complainant will receive a written response giving</p>  |

|                           |  |   |
|---------------------------|--|---|
|                           |  | <p>reasons and a "Completion of Procedures" letter will be issued.</p> <p>The panel may decide to uphold part, but not all, of the complaint and will respond to the complainant accordingly.</p>   |
| <p>OIA<br/>Escalation</p> | <p>Once the internal complaints procedure has been completed, if the complainant is still not satisfied with the outcome, they may take the complaint to the Office of the Independent Adjudicator (OIA).</p> <p>A complaint to the OIA should be raised within 12 months of the date of the Completion of Procedures letter</p> | <p>The OIA operates externally to REAch Teach. It will not normally look at a complaint unless and until all relevant internal complaints procedures have been exhausted. Further information is available from the <a href="#">OIA website</a></p> |

### Appeal to the Office of Independent Adjudicator (OIA)

Should the complainant still not be satisfied, the complainant can refer the matter to the [Office of the Independent Adjudicator](#).

As required by the OIA, if we are unable to resolve a complaint to the complainant's satisfaction, and there are no further steps available to the complainant, a formal "Completion of Procedures" letter will be issued within 28 days of the outcome being determined. This provides a formal confirmation that the complainant has exhausted the internal complaints procedure and is required before a complaint may be considered by the OIA.

## Appendices

### Appendix 1 - REAch Teach SCITT Complaints Form

|  |  |
|--|--|
| Your name:   |  |
| Address for correspondence:  |  |
| Contact telephone number:  |  |
| Email address:   |  |
| Please give details of your complaint:   |  |
| What action, if any, have you already taken to try and resolve your complaint (for example, who have you spoken to and what was the response)? |  |
| What actions do you feel might resolve the problem at this stage?  |  |
| Are you including any paperwork with this form? If so, please list:  |  |

Appendix 2 – REAch Teach SCITT Complaints Flow Chart

