



The Julian Teaching School Hub Complaints Procedure

This Complaints Procedure is accessible to all and is published on our website.

The Julian Teaching School Hub is committed to providing the best service possible in line with our vision and values and the TSHC code of conduct. We therefore commit to using complaints as an opportunity to re-examine systems and services and, through feedback to the complainant, show that we are responsive to their concerns.

What is a complaint?

- A complaint is an oral or written expression of dissatisfaction, whether justified or not, about actions taken or a lack of action, and requires a response from the Julian Teaching School Hub.
- We will address all complaints seriously and in a timely fashion.
- We will attempt to resolve all complaints informally to the satisfaction of the complainant in the first instance.
- If you would like to make a complaint, please contact a member of the Julian Teaching School Hub staff so that they can direct your concerns appropriately as quickly as possible.

Making a complaint

- A complaint can be raised in person, via telephone, or electronically via email. Anonymous complaints will not be accepted.
- An informal complaint may become formal if it is not resolved to the satisfaction of the complainant and requires escalation. It should be made promptly from the time of the incident occurring.
- Complaints relating to GDPR should be addressed to the St John the Baptist Catholic Multi Academy Trust Compliance Manager via secretary@sjbcmat.org.uk
- Please include as much relevant information as possible when making a formal complaint, such as (but not limited to): names of any relevant parties; date, time and location of the incident; details of any informal attempts to resolve the matter.
- If the complainant would like to record any conversation during the complaints process, for instance because they have a disability which may affect their ability to process or record information, please agree this in advance with the staff member designated to investigate the complaint.

How we will handle a formal complaint

- All complaints will be handled with appropriate discretion, confidentiality and sensitivity.
- The complaint will be formally acknowledged within two working days of receiving it by the person who received the complaint. A relevant staff member of appropriate seniority will be assigned to investigate the complaint. In most instances this will be the Julian Teaching School Hub Operations Manager.

- The allocated staff member will investigate the complaint within five working days of receipt and communicate an acceptable timeframe within which a response will be issued.
- Where a complaint is made against a specific member of staff the investigating staff member will ensure that the complaint is handled in line with St John the Baptist Catholic MAT HR policies and procedures. The HR Team will take over the investigation if required by the nature of the complaint.
- On completion of the investigation the staff member responsible will send a formal response to the complainant within two working days of the conclusion of the investigation. The response will detail the findings from the investigation, and any resolution offered to the complainant, if applicable.
- Where a complaint cannot be resolved to the complainant's satisfaction through the internal procedure, in some cases the complainant may have the option to submit a complaint to a funder or regulatory body. Complaints will not normally be investigated externally until our internal complaint procedure has been exhausted. At this stage the relevant staff member will redirect the complaint to the relevant external body and their complaints procedure will be followed.

Confidentiality

- Only staff directly involved with the complaint / investigation / resolution will be given access to the facts of the case.
- All formal complaints will be treated fairly and in the strictest confidence in accordance with the provisions of the Data Protection Act 2018 and the General Data Protection Regulation. Any information relating to a third party will also be treated in confidence and in accordance with the Act. The information provided will only be used for the purpose of dealing with complaints and for monitoring.
- In the case that it is absolutely necessary that someone needs to know about the complaint, then it will be considered carefully how much detail that individual needs to know in order to fulfil their role in the process (e.g. if they are being interviewed regarding a specific point of the complaint). It will not always be necessary to reveal the name of the complainant or of any individuals being investigated.

How to get in touch

- In the first instance, informal complaints should be addressed to Julian-tsh@ndhs.org.uk or communicated by telephone on 01603 753767.
- If you require a complaint to be escalated to the Operations Manager you can email swaters@ndhs.org.uk
- If you require a complaint to be escalated outside the Julian Teaching School Hub management team, please contact the Operations Manager in the first instance.