

Student General Complaints Procedure

BSET SCITT, Leventhorpe School and its legal entity Rivers Multi-Academy Trust seeks to do it very best to promote the educational best interests of the students it serves and the local community. We regard fee-paying trainees as our students and salaried trainees as both our students and employees.

We endeavour to serve our students as best we can and regard all feedback, including complaints as valued dialogue.

We undertake that:-

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- Your complaint will be acknowledged and dealt with as soon as possible and we will keep you informed.
- We will apologise if we have made a mistake.

Complaint stages:-

1. Informal Stage

Make known to the Training Manager the nature of the complaint. This can be done verbally or in writing directly to the Training Manager.

Belinda Kistell
The Bishop's Stortford Educational Trust (BSET) SCITT Training Manager
Leventhorpe School
Sawbridgeworth
Herts
CM21 9BY
bjk@leventhorpe.net
Telephone: 01279 83 66 33

Within ten working days the Training Manager will review available evidence pertaining to the matter, and explain the centre's response in a face to face setting.

2. First Formal Stage

If the trainee wishes to continue to complain following this informal stage, then they should write to the Headteacher of Leventhorpe School, stating that they wish to make a formal complaint, outlining any concerns that they have.

On receiving a formal letter, the Headteacher will commission a member the school leadership team to review the points made by the trainee with regards to their training experience independently. The details of this review will be communicated as soon as possible, to the complainant and no later than 20 days after receipt of formal complaint.

vexatious and/or frivolous complaints

Where there is reason to believe that a complaint may have been made either frivolously or vexatiously, the Headteacher will write to the complainant, within ten working days' of its receipt or as soon as possible thereafter, rejecting the complaint.

3. Final SCITT Appeal

If the trainee wishes to continue their complaint, then this appeal needs to be made to the Academy Board of Leventhorpe Trust using the appropriate form (Appendix A policy R3) The Academy Board will manage the complaint as they would other appeals made to the organisation (Resources Committee Policy No.3).

Academic Complaints Procedure

We have planned our monitoring and assessment procedures during initial teacher training so that trainees who may not pass the course, because they are not meeting the Teacher Standards, are advised of this as early as possible and given clear targets for improvement through the cause for concern system. Monitoring and assessment is a process of discussion and trainees will be encouraged to discuss with other points of contact, such as the Professional Tutor, Visiting Tutor or Training Manager if they feel that on-going assessment does not accurately reflect their progress.

In cases where personal circumstances mean that trainees cannot access their training appropriately, then the Training Manager may conclude that a deferral is warranted. This could extend the training over an additional term.

Academic Qualified Teacher Status Appeals

Appeals regarding the pass/fail of the salaried QTS or QTS aspect of the course can be made to the lead school of the SCITT, Leventhorpe. Appeals against the quality grading of QTS (minimum standard, good standard and high standard) will not be accepted, since the provider's decision will be final.

Should a trainee wish to make an appeal against the pass or fail result of their final QTS assessment then they should follow these stages:

1. Informal Stage

Make known to the Training Manager that they would like to dispute the outcome of their assessment. This can be done verbally or in writing directly to the Training Manager.

Within ten working days the Training Manager will fully review assessment evidence pertaining to the trainee, and in writing explain the centre's decision not to assess the trainee as successful. This explanation will outline the external moderation that has been conducted.

2. First Formal Stage

If the trainee wishes to continue to appeal the centre judgement, following the informal stage, then they should write to centre, stating that they wish to appeal, outlining any concerns that they have over the process of assessment and any matters that they would like to raise in mitigation of their performance on the course.

On receiving a formal letter of appeal, the centre manager will take steps to commission the school's external moderator to review the points made by the trainee with regards to their training experience independently. Should this independent review by the external moderator conclude that the training received did not meet the ITT standards then a referral will be granted to the trainee, giving them the opportunity to train for an additional term and be reassessed in the subsequent year's training cohort. If the independent review confirms training met the ITT standards, then original pass/fail assessment will

stand. Either outcome will be communicated as soon as possible, to the trainee and no later than 20 days after receipt of formal appeal letter.

3. Final SCITT Appeal

If the trainee wishes to continue their appeal on the grounds that personal circumstances of an extenuating nature, meant that he/she could not access the training appropriately, then this appeal needs to be made to the Academy Board of Rivers Multi-Academy Trust, who will manage the appeal as they would other appeals made to the organisation.

The Chair or a nominated Governor may convene an appeal panel. The aim of the Appeal Panel hearing is to impartially decide whether a referral will be granted for the trainee to repeat up to one term of the course and be reassessed in the subsequent year's training cohort. All parties will be notified of the Panel's decision in writing, within seven school working days after the date of the hearing.

Procedures for Dealing with Academic Misconduct

Since the nature of academic tasks undertaken will relate closely to observed practical activity undertaken by the trainee, or are principally personal reflections, there is little scope for academic misconduct. The SCITT will apply the principle that work presented should either be that created by the trainee or appropriately acknowledged as not their own work. Submissions identified as plagiarised will not meet the expectations of Teacher Standard 3 and so trainees would be required to submit additional evidence of their own knowledge to meet this standard.

Procedures for Dealing with Non-Academic Misconduct

Salaried Trainees

Salaried trainees will also be employees of their main placement school and will be expected to abide by the policies and codes of the school that employs them. They will also be subject to that school's discipline and conduct policies and procedures.

In the event that a salaried trainee is dismissed from their main placement, then it would be for the trainee to secure an alternative placement to continue their training. A deferral of one additional term would be offered if required to enable this change of training placement.

Instances of gross misconduct will be managed as they would for all school employees with relevant authorities informed of any substantiated allegations.

Fee-Paying Trainees (Including Salaried Trainees on Minor Placement)

Visiting trainees are guest within their host school and will be expected to abide by the policies and codes of that placement school. If the host school is concerned about the conduct of a trainee on placement, then the cause for concern process will be enacted.

Trainees will not be able to provide evidence of the "Part Two: Personal and Professional Conduct" element of the Teachers' Standards, if the host school's cause of concern is not remedied and so misconduct may result in failure of the QTS qualification.

Instances of gross misconduct will be managed as they would for all school employees with relevant authorities informed of any substantiated allegations.