



MILTON KEYNES
TEACHING SCHOOL
• ALLIANCE •



Milton Keynes Teaching School Alliance
&
Two Mile Ash Initial Teacher Training Partnership

Grievance procedure

July 2018

Scope: Milton Keynes Teaching School Alliance, Two Mile Ash Initial Teacher Training Partnership including in partnership with Birmingham City University and partner organisations	
Version: V1 – 18/07/2018	Filename: MKTSA ITTP Grievance policy
Approval: 25.9.18 Partner Heads 5.11.19 MKTSA Strategic Board	Next Review on or before: September 2021 <i>This policy will be reviewed every 3 years by the MKTSA Strategic Board and approved by the Trustees every 3 years.</i>
Owner: MKTSA Strategic Board IFTL Trustees	Union Status: Not applicable

Grievance Procedure

Good communication and swift action is the key to ensuring all parties enjoy successful programmes of ITT with The Two Mile Ash ITT Partnership. Additional support visits may be requested by Head Teachers, School-Based Trainers, students or TMA Partnership Staff at any time to support all parties. All members of the Partnership are encouraged to pick up the phone or drop ITT staff an email if in any doubt or should any concerns arise. The Grievance Procedure may be initiated by any individual associated with the Partnership. All initiations of the Grievance Procedure must happen during the academic year of study or within 4 weeks of the completion of study.

The Partnership expects that the majority of issues can be resolved informally through normal contacts and discussion between staff, students and other interested parties without the need to instigate formal procedures. An issue should initially be raised through someone close to its origin (school-based trainer, Partnership staff, school staff, Headteacher etc). This represents Stage 1 of the Grievance Procedure.

Stage 1: Raising an issue close to its origin

1. An issue may initially be raised verbally or by email and should indicate the outcome being sought. An issue should be raised as soon as possible after the actions/lack of actions which prompted it; the greater the time delay from an action/lack of action to submission of the issue, the more difficult it will be for the issue to be thoroughly investigated.
2. In all cases the person receiving the issue should seek to discover the nature of the problem and if possible resolve it there and then. If the issue is raised in writing, an attempt will be made to contact the individual by telephone to discuss the matter.
3. If an immediate solution cannot be found and further investigation is required, the person receiving the issue should acknowledge receipt within three working days or as soon as is practically possible, giving an indication of the likely timescale for a full response to be given.
4. The response will normally be in writing via email; even if the original issue was raised orally it is good practice for the person responding to the matter to confirm their response in writing. If it is clear that the individual is not satisfied with the outcome and wishes to pursue the issue further, s/he should be invited to submit a Stage 2 complaint and refer to this Grievance Procedure.

5. A brief record of the issue and response will be kept by the Partnership.
6. An issue which is considered to be frivolous, malicious, or unreasonably persistent should be referred immediately to the Head of MKTSA. The Head of MKTSA may refuse to entertain the matter if it is considered that it falls into one of these categories, and will respond accordingly. The individual concerned may request a review of this decision under Stage 2 below.

Stage 2: Raising a formal complaint with The Head of MKTSA

If, after receiving a response to the matter raised at Stage 1, an individual wishes to take a formal complaint to Stage 2, s/he should write to the Head of MKTSA.

1. A Stage 2 complaint should be submitted as soon as possible after receiving a response to raising the issue at Stage 1; the greater the time delay, the more difficult it will be for the complaint to be thoroughly investigated
2. Stage 2 complaints must be submitted by letter or email, and must include:
 - Complainant's name, address, telephone number, email address and programme
 - The nature of the complaint (in the complainant's own words)
 - The Stage 1 steps already taken
 - Details of the response received
 - A statement why the complainant remains dissatisfied
 - The outcome being sought
3. The Head of MKTSA will acknowledge receipt of the complaint within three working days, giving an indication of the likely timescale for a full response to be given. The Head of MKTSA may telephone or meet with the complainant to discuss the complaint and/or seek more details, if necessary. The Head of MKTSA will then investigate the complaint, speaking to concerned parties and requesting written statements as appropriate. The Head of MKTSA may consult the Strategic Board, to check on precedents or the sharing of good practice.
4. The Head of MKTSA will then respond in full within four weeks of the complaint being received, providing there are no undue delays, for example in obtaining further evidence from the complainant. On very rare occasions where this is not possible, for example because a complaint is particularly complex, the Head of MKTSA will contact the complainant to provide an update, copying in the Strategic Board who will therefore have an overview of any protracted complaints.

5. The Head of MKTSA will ensure that a response is sent to the complainant in writing. The response will indicate the outcome, reasons for the outcome, and the conditions under which the complainant can, if desired, take the complaint further through Stage 3 of the Grievance Procedure outlined below. Any complainant who wants to submit a Stage 3 complaint should do so as soon as possible and within one month of the date of the Stage 2 outcome letter.
6. A record of the complaint and response will be kept by the Partnership.

Stage 3: Consideration by the Complaints Committee

A complainant who receives a response to a Stage 2 complaint may request an independent review of the complaint, if s/he can demonstrate significant grounds for dissatisfaction with the response, specifically on the basis that there is new evidence for consideration, or that there has been a material irregularity in the investigation of the complaint.

1. Such a 'Stage 3' complaint should be submitted to the Complaints Officer, a person identified by the Partnership to oversee the Complaints Procedure and directly respond to Stage 3 complaints.
2. A Stage 3 complaint should be submitted as soon as possible and within one month of the date of the Stage 2 outcome letter - the greater the time delay, the more difficult it will be for the complaint to be thoroughly investigated.
3. Stage 3 complaints must be submitted by letter or email and must include:
 - Complainant's name, address, telephone number, email address and programme
 - The nature of the complaint and outcome of the earlier investigation
 - The reasons for requesting further consideration of the complaint, i.e. supply of new evidence, or explanation of alleged material irregularity in the investigation of the complaint
 - The outcome being sought
4. The Complaints Officer will acknowledge receipt of the complaint within three working days, giving an indication of the likely timescale before a full response is provided. The Complaints Officer will inform the Head of MKTSA that the complaint has been received.

5. The Complaints Officer will be expected to conduct an impartial review of the complaint, though this will not necessarily mean carrying out a full new investigation of the complaint. They will consult with the Complaints Committee. The Complaints Officer will review the case, the way in which it was investigated, and the response given. S/he will also take into account any new evidence or issues raised by the complainant. S/he is encouraged to telephone the complainant to discuss the complaint and may arrange a meeting with the complainant and any other relevant persons. S/he may (or may not) seek further information from the complainant and/or those members of staff involved in the earlier investigation of the complaint. S/he may also consult a senior colleague responsible for the area under investigation.
6. The Complaints Officer may decide:
 - a) That the investigation was properly carried out and the response given was appropriate and consistent with other responses, and no further action is required.
 - b) That there were shortcomings in the investigation carried out and/or the response given and/or that new evidence had been provided which warranted further investigation. In such cases the Complaints Officer may make a decision regarding resolution of the complaint or may refer the complaint back to the Head of MKTSA for further action. Any decision made by the Complaints Officer overrides a decision of the Head of MKTSA.
7. The Complaints Officer will ensure that a response is sent to the complainant in writing, copied to all other relevant parties (including the Head of MKTSA). Depending on the nature of the complaint, the Complaints Officer may respond directly; respond directly after seeking approval from the Complaints Committee; or ensure that a response is sent directly by an appropriate colleague. In any event it is the Complaints Officer's responsibility to ensure that a timely response is sent, i.e. within 4 to 6 weeks of the Stage 3 complaint being received, provided there are no undue delays (for example in obtaining further evidence from the complainant); on very rare occasions where it is not possible to respond within this time limit, the Complaints Officer will contact the complainant at least every 4 weeks to update progress. The response will indicate the outcome and reasons for the outcome and will confirm that internal procedures are complete.