

## PCP / CTSA Complaints and Appeals Procedure

We encourage all involved in the course provision to give us feedback and to make constructive suggestions on how to improve our work and the quality of training. We seek to avoid the need for complaints by promoting good relationships and communications at all times, acting on feedback including from our QA procedures, and following the procedures set out in this Guidance. However, we recognise that occasionally a trainee or a school may have concerns that they wish to draw to the attention of PCP/CTSA. There may be occasions when a trainee or school wishes to appeal against a decision, most probably relating to the award of QTS.

### Making a complaint

A **trainee who has a complaint about the training** he or she should initially raise it with the school-based trainer. If the problem cannot be resolved within the school, the trainee should raise the matter with the PCP visiting tutor. Alternatively, the trainee can ring or email the PCP/CTSA office for a discussion about the matter causing concern. PCP/CTSA will follow up by contacting the visiting tutor and the school, to find out more about the problem and to seek a solution.

A complaint about the **training provided in the second school** should initially be discussed with the appropriate staff of this school. If the issue is not resolved by the second school, it should be raised with the lead trainer of the main school.

If a **trainee has a complaint about a visiting tutor**, the matter should first be discussed with the school-based trainer and/or PCP, who will contact the visiting tutor to seek a satisfactory solution to the matter. Similarly, a **school with a complaint about a visiting tutor** must first raise it with the tutor, who will seek to resolve the problem. If this does not resolve the complaint, the school should contact the PCP/CTSA office. PCP/CTSA will seek an acceptable solution to the problem.

The PCP/CTSA complaints manager will investigate impartially all formal complaints received in writing. The views of all parties will be sought and considered, with supporting evidence. The complaints manager, and any others involved in reviewing the evidence, will not have had first-hand involvement in the needs assessment or training of the trainee.

### Roles

The PCP/ Director can be contacted by phone (02380779753). The CTSA Director can be contacted via the CTSA office Tel 01252 350 583

### PCP/CTSA procedures for dealing with complaints

- Complaints may be made informally (orally) or formally in writing.
- In the first instance, the complaint will be discussed between the complainant and the PCP/CTSA tutor or programme manager. If the complaint is resolved, the Mentor will be notified.
- If the complaint is not resolved by discussion between the two parties (eg school or trainee and a PCP/CTSA tutor), the progress is reported to the Course leader who will assist in resolving the issue. The resolution process will include informing the Mentor of the issue, how it is being resolved and copies of any relevant documentation.
- If the involvement of the Course leader does not resolve the concern, and/or the leader is implicated in the complaint, the complaint and supporting documents may be passed to an external arbiter, together with the PCP/CTSA action carried out in trying to resolve the problem and the PCP/CTSA judgement on the complaint.

- If the complainant is not satisfied with the outcome of the external arbiter's decision, the Office of the Independent Adjudicator is the complaints handler of last resort. The OIA remit includes coverage of service quality, course provision, academic appeals, disciplinary and fitness to practice procedures. In reviewing a complaint, the OIA will consider whether the ITT provider has followed its own regulations and procedures, and whether it has acted reasonably in all the circumstances.

### **Key action points**

- All formal complaints are acknowledged within 5 working days of receiving a letter of complaint. A reply addressing the concern will normally be sent within 10 school working days.
- If the complaint involves the work of a PCP/CTSA tutor, the tutor is fully informed and is involved in responding to the complaint.
- If a PCP/CTSA tutor receives a complaint, it is reported immediately to the course leader.

All formal complaints must be forwarded by post to the Director of The Primary Catholic Partnership, Mansel Road West, Southampton, SO16 9LP.