

## **Complaints Policy and Procedure**

The company's values are such that it is concerned to meet the needs of pupils and schools which it serves. A complaint against a teacher is likely to arise when there are issues of:

### Child protection

- A school's stated values and aims are not being adhered to
- The behaviour of a teacher is deemed unprofessional
- The health and safety of individuals or organisations are at risk
- A criminal offence has taken place.

A complaint against a school by a teacher is likely to arise when there are issues of:

- Unprofessional behaviour by members of senior staff
- Contract/placement arrangements are not adhered to

All complaints are dealt with in the first instance by the consultant linked to the particular teacher/school/LEA.

## **Complaints against a teacher**

Whenever possible the consultant will have:

- Spoken directly or met with representatives of the school
- Met with representatives of the LEA or Social Services

The nature of the complaint or allegation will be noted and the consultant will take responsibility to convey the nature of the complaint or allegation to the teacher in question, in writing within three working days of receipt.

The teacher will be invited to meet with the consultant within 5 working days of receiving the complaint, to discuss the nature of the complaint or allegation. If the complaint or allegation is deemed to be of a serious nature i.e. Child Protection, H & S or a criminal nature, the teacher may be accompanied by a colleague or a representative of his/her professional association.

The teacher will be given every opportunity to respond to the complaint or allegation and will be asked to provide the company with a written statement.

The consultant will take appropriate action and communicate this to the teacher and complainant.

**This action may be:**

A letter to the complainant in support of the teacher

The arranging of a mediation meeting between the teacher and the complainant

The conveying of an apology from the teacher to the complaint

The arrangement of lesson observation/work shadowing

A note made on the teachers file for future reference

Possible temporary suspension pending investigation

The termination of the teachers contract

The reporting of the teacher to the police

Reporting of the teacher to the Disclosure Barring Service and Local authority.

In all aspects of Child protection the company is obliged to act in accordance with the London Safeguarding Children Board procedures (April 2011) with particular reference to sections 4 and 6, and also in line with the Independent Safeguarding Authority referral policy. The Disclosure and Barring Service will be able to provide further information on the DBS referral policy [www.gov.uk](http://www.gov.uk)

Child protection is a generic term encompassing all ill treatment of children including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the child's health or development.

**A complaint about a school**

All complaints have to be made within 24hrs of any incident or experience by the teacher that gives rise to a complaint and should be made in writing to the consultant linked to the school and/or teacher.

The consultant will contact the school and inform the Headteacher of the nature of the complaint.

The consultant will take appropriate action and communicate this to the school and the teacher making the complaint.

The consultant will take appropriate action and communicate this to the school and the teacher making the complainant.

**This action may be:**

The conveying of an apology from the school to the teacher

The recognition of contract or placement arrangements

A formal complaint to the chair of governors

The removal of the school from the company's client list.

At all times the company is mindful of meeting its stator and mandatory obligations in all matters of employment law and equal opportunities.

## **Complaints about Twenty4Seven Education**

### **Complaints Policy**

Twenty4Seven Education is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

### **Complaints Procedure**

If you have a complaint, please contact our Head Office by phone on 020 8176 0070 in the first instance, where we will attempt if possible to resolve your complaint informally.

Next steps:

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-5 working days of us receiving your complaint.
2. We will record your complaint in our central register within 1 working day of having received it.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 working days of your reply.
4. We will then fully investigate your complaint. This will normally involve the following steps:

We may ask the member of staff who originally dealt with you to provide additional information to us regarding your complaint within working 5 days of our request; We will then examine the staff members' reply and the information you have provided us. If necessary we may ask you to speak to them. This could take up to 4 working days from receiving their reply.

5. Will Berritt will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting Will Berritt will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Will Berritt will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within working 5 days of completing his investigation.

7. At this stage, if you are still not satisfied, you can write to our trade association the **REC**:  
Mark it for the attention of the Consultancy and Compliance Team, REC, Dorset House,  
1<sup>st</sup> Floor, 27-45 Stamford Street, London SE1 9NT.

If we have to change any of the timescales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**