



Complaints Procedure

Potentia TSH

Potentia Teaching School Hub Complaints Procedure

Potentia Teaching School Hub is committed to delivering high-quality professional development programmes for teachers and leaders. We welcome feedback and take all concerns and complaints seriously. Potentia Teaching School Hub intends that these are handled fairly, openly, promptly, and without prejudice. Wherever possible, concerns should be resolved at an early stage without the need to progress to formal stages.

The majority of concerns can be dealt with without resorting to the formal stages of the complaints procedure. Potentia Teaching School Hub encourages those that have concerns to raise them with the TSH Director. If the concern is around the TSH Director, then the concern should be raised with the TSH Lead School, Swanwick School and Sports College.

Potentia Teaching School Hub (TSH) adopts the Complaints Procedure and Advice and Guidance as recommended by Derbyshire Local Authority. You can view this document [here](#).

Informal

It is important to be clear about the difference between a concern and a complaint. A 'concern' may be defined as 'an expression of worry or doubt over an issue considered important, for which reassurances are sought'.

Please approach us with any concerns at the earliest opportunity and we will take them seriously. In most cases concerns are successfully resolved informally, through discussions with the Teaching School Hub Director or, where appropriate and with agreement, the relevant staff member. (This principle will apply throughout this procedure).

The initial contact with the TSH may be in person, by telephone, email or in writing, to make appropriate arrangements.

A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action.'

- Where the matter is clearly a complaint, the complainant should refer it to the TSH Director, not directly to other staff involved.
- As with concerns, the TSH Director will make every effort to resolve the matter with you directly if it is appropriate to do so.
- Complaints concerning Data Protection and Freedom of Information should be directed initially to the Data Protection Officer. The most appropriate course of action will then be advised.

Formal Stage 1 (Complaint heard by TSH Director)

If the complainant is not satisfied with the informal process and response initially, they may choose to submit their complaint formally to the TSH Director in writing. Details of where to send this to can be found [here](#).

If the complaint is about the TSH Director, and the complainant is not satisfied with the informal process and response from the Lead School initially, they can complain formally to the Lead School in writing. Details of where to send this to can be found [here](#).

The complainant can do so by downloading the [TSH Complaints Form](#) and follow the process outlined.

It is important that the correspondence includes the name, contact details, nature of complaint, and any suggested resolution to the complaint.

Where required, particularly where the complainant has a disability, they can contact the TSH by telephone on 01246903550. If preferred, this can be done in person, where the TSH will arrange a meeting at a mutually convenient time/date to take down the details of the complaint.

Formal Stage 2 (Complaint heard by the Lead School Headteacher)

If the complainant is not satisfied with the response of the TSH Director as it relates to the complaint, they may submit this in writing to the Lead School Headteacher.

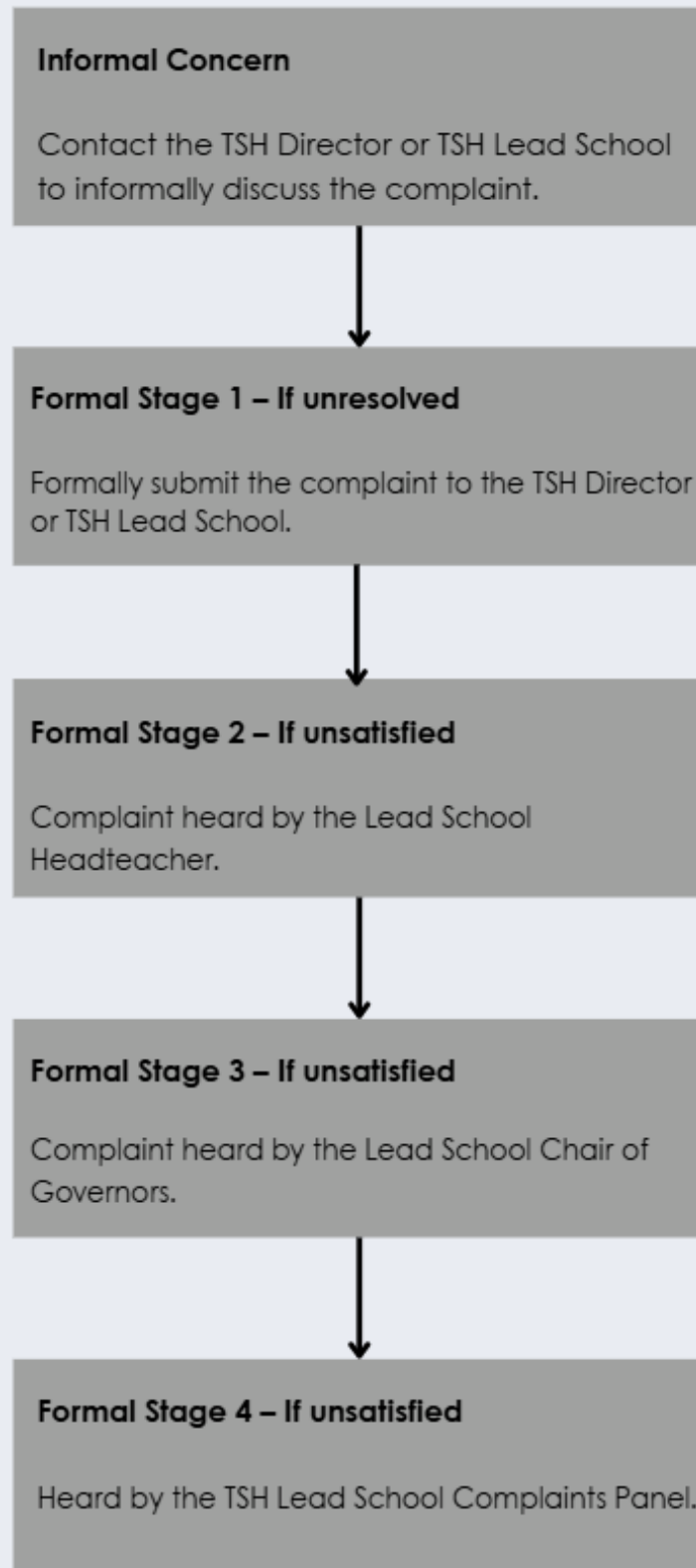
Formal Stage 3 (Complaint heard by the Lead School Chair of Governors)

If the complainant is not satisfied with the response from the Lead School Headteacher, they may submit this in writing to the Lead School Chair of Governors.

Formal Stage 4 (Complaint heard by the Lead School Governing Body Complaints Panel)

If the complainant is not satisfied with the response from the Chair of Governors, the complainant can write to the Clerk to Governors of the Lead School and request that it is referred to the Lead School Governing Body Complaints Panel.

Complaints Procedure Flow Chart



For further information, please contact Potentia Teaching School Hub via email at **info@potentiatsh.co.uk**