



Complaints Procedure

Potentia TSH Appropriate Body

Appropriate Body Complaints Procedure

Potentia Teaching School Hub (TSH) and its Appropriate Body (AB) adopts the Complaints Procedure and Advice and Guidance as recommended by Derbyshire Local Authority. You can view this document in full on our website by clicking [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 to be 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, if appropriate, and only with their agreement, the 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, rather than a concern, then the complainant should refer to the TSH Director, not directly to any other member of staff who may be 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 in the first instance to our Data Protection Officer thereafter, the most appropriate course of action will be advised depending on the nature of the complaint.

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](#).

The complainant can do so by downloading the TSH [AB Complaints Procedure document](#) and follow the processes outlined.

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

If required, and particularly where the complainant has a disability, they can contact the TSH by telephone on 01246903550. If preferred, this can be 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 Potentia TSH ECTE/AB Complaints Panel)

If the complainant is not satisfied with the response of the TSH Director as it relates to the specific ECTE/AB complaint, they may request for it to be heard by the ECTE/AB complaints panel.

This will then result in the complaint being heard by the Potentia TSH ECTE/AB panel.

This includes;

- Trust or Derbyshire LA Headteacher
- External TSH AB Lead
- Trust or Derbyshire Deputy Headteacher/Senior Leader

Formal Stage 3 (Complaint heard by TSH Lead School)

If the complainant is not satisfied with the response from Stage 2, the complaint will be heard by the TSH Lead School and educational representatives.

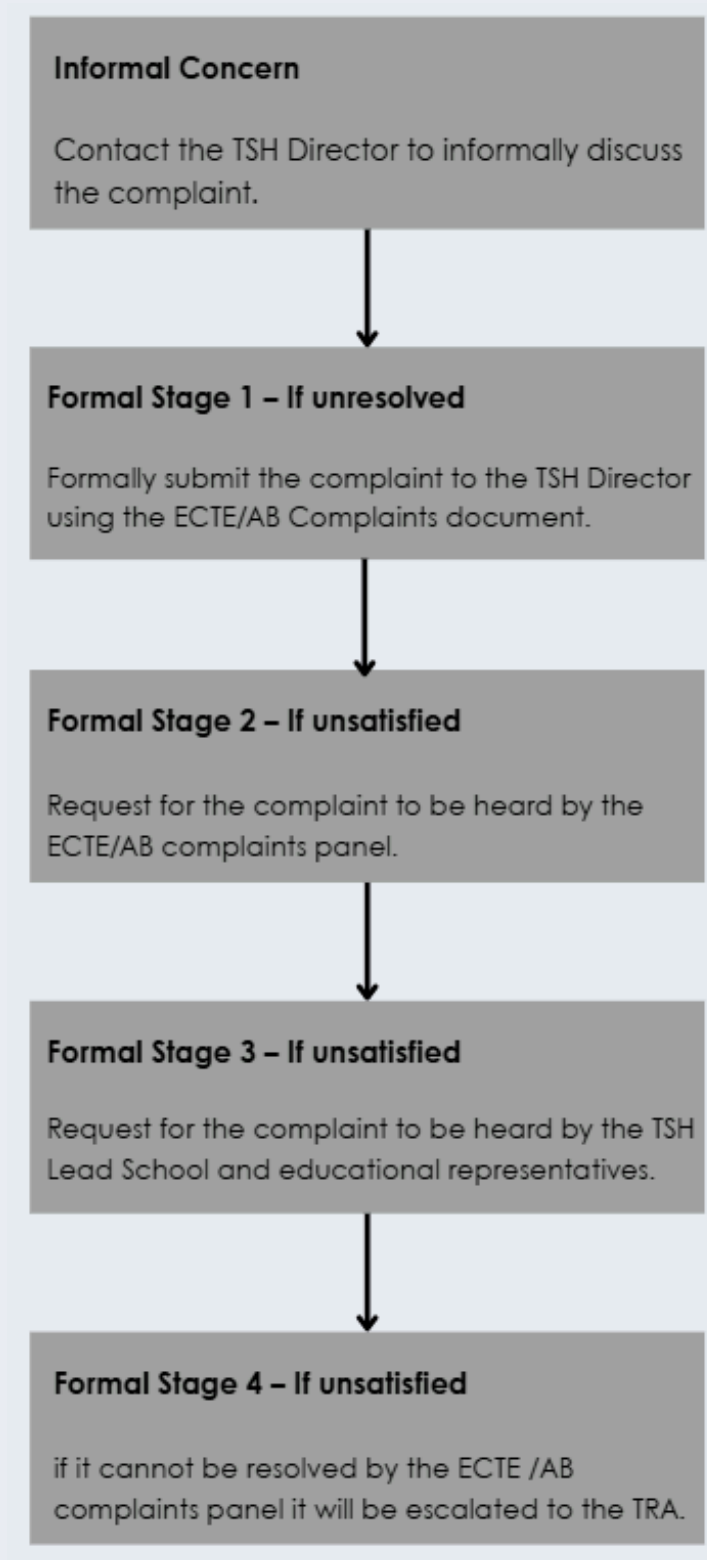
This includes;

- TSH Lead School Headteacher
- Local Authority Representative
- Independent Educational Representative

Formal Stage 4 (Teaching Regulation Agency - TRA)

If the complaint cannot be resolved by the ECTE /AB Panel it will be escalated to the TRA.

Complaints Procedure Flow Chart



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