

NPQ Complaints Policy & Procedures 2020-21

Policy Statement

The Humber Teaching School (Healing Science Academy) and Leading Learning Forward TSA (St Hugh's School), as NPQ providers accredited by the Department for Education (DfE), wish to ensure that every person, from course participants to leaders and assessors, engaged with the NPQ course programme, is treated fairly and equitably at all times.

Every complaint will be taken seriously, recorded in writing by the NPQ office and referred to the relevant Director of Teaching School/NPQ Programme Manager for thorough investigation and resolution.

At every point in the process, the interests of the complainant and both NPQ providers will be considered carefully. Quick and complete resolution of complaints will be the aim of every investigation and communication process.

Protocol for dealing with complaints from TSA & NPQ partners

Any disagreement between one of the Teaching School Alliances, NPQ providers and/or NPQ partners or a complaint received from one or more partners should be reported, in writing, to the Chairperson of the NPQ Strategic Board who will arbitrate.

Where the Chairperson is involved in the disagreement, another member of the NPQ Strategic Board may be selected to arbitrate. Arbitration will be held as promptly as possible at a time and place agreeable to all parties involved. Written records will be kept of the dispute and the arbitration process and will be available to parties involved.

Protocol for dealing with complaints from NPQ course participants and/or course leaders

Any complaint made orally or in writing by an NPQ course participant should be reported to the course/event leader in the first instance, who should seek an early resolution of the matter, ideally on the day of the event.

If the complaint cannot be resolved or is received after the event, the complaint should be passed to the TSA Director/NPQ Programme Manager who will seek to resolve the matter, by discussing the matter with the event leader and reaching a quick decision. Where the course/event leader makes a complaint or is the subject of the complaint, the TSA Director/NPQ Programme Manager will seek additional witness reports, where possible, and reach a decision independently.

All complaints will be dealt with as promptly as possible, usually within five working days of receipt of the complaint. Written records will be kept of the complaint and the outcome of the complaint. The final decision should be communicated to the person making the complaint, in writing, within a further five working days.

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Protocol for dealing with complaints from organisations/individuals outside the TSA or the NPQ course programme

Any complaint made orally or in writing by an organisation or individual outside the TSA or outside the NPQ course programme should be reported to the TSA Director/NPQ Programme Manager in the first instance, who should seek an early resolution of the matter.

If the complaint cannot be resolved or is made about the TSA Director/NPQ Programme Manager, the complaint should be reported to the Chairperson of the NPQ Strategic Board who will arbitrate who will seek to resolve the matter, by seeking additional witness reports, where possible, and reaching a decision independently

All complaints will be dealt with as promptly as possible, usually within five working days of receipt of the complaint. Written records will be kept of the complaint and the outcome of the complaint. The final decision should be communicated to the person making the complaint, in writing, within a further five working days.

Appeals

All complainants will have the right to appeal in accordance with the protocols stated above and as stated in the associated NPQ policies and protocols, namely:

- Attendance and Absence Protocol
- Assessment and Academic Misconduct Policy
- Malpractice and Maladministration Policy
- Quality Assurance Protocol

As well as in relation to the policies, processes and protocols published on The Humber Teaching School and Leading Learning Forward TSA/NPQ website pages at:

- www.humberteachingschool.co.uk and
- www.leadinglearningforward.org.uk

Policy review

This policy and the associated procedures will be reviewed annually. The next review will take place in July 2021.

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