



Complaints Procedure

Potentia TSH Appropriate Body

Appropriate Body Complaints Procedure

Potentia Teaching School Hub (TSH) and its Appropriate Body (AB) adopt the Complaints Procedure and Advice and Guidance as recommended by Derbyshire Local Authority. You can view this document in full [here](#).

Informal

It is important to be clear about the difference between a concern and a complaint.

A *concern* is defined as an expression of worry or doubt over an issue considered to be important, for which reassurance is sought.

Please raise any concerns at the earliest opportunity. These will be taken seriously and, in most cases, concerns are successfully resolved informally through discussion with the TSH Director, where appropriate and with the agreement of the relevant staff member. (This principle applies throughout this procedure.)

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

A *complaint* is 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, the complainant should refer the matter to the TSH Director, not directly to any other member of staff involved.
- As with concerns, the TSH Director will make every effort to resolve the matter directly, where appropriate.
- Complaints concerning Data Protection and Freedom of Information should, in the first instance, be directed to the 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 outcome of the informal process, they may submit a formal complaint in writing to the TSH Director.

Details of where to send this can be found [here](#).

The complainant can do so by downloading the TSH AB Complaints Procedure document and following the processes outlined.

It is important that the correspondence includes:

- the complainant's name
- contact details
- the nature of the complaint
- any suggested resolution. If required

If required, particularly where the complainant has a disability, contact can be made by telephone on **01246 903550**.

If preferred, this may be done in person. The TSH will arrange a meeting at a mutually convenient time and date to record the details of the complaint.

Support will be provided for complainants who require reasonable adjustments, in line with the Equality Act 2010.

Formal Stage 2 (Complaint heard by Potentia TSH ECTE/AB Complaints Panel)

If the complainant is not satisfied with the response from the TSH Director in relation to an ECTE/AB complaint, they may request that it be heard by the ECTE/AB Complaints Panel.

This will result in the complaint being considered by the Potentia TSH ECTE/AB Panel, which 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 remains dissatisfied with the outcome of Stage 2, the complaint will be heard by the TSH Lead School Governing Body panel, including the following

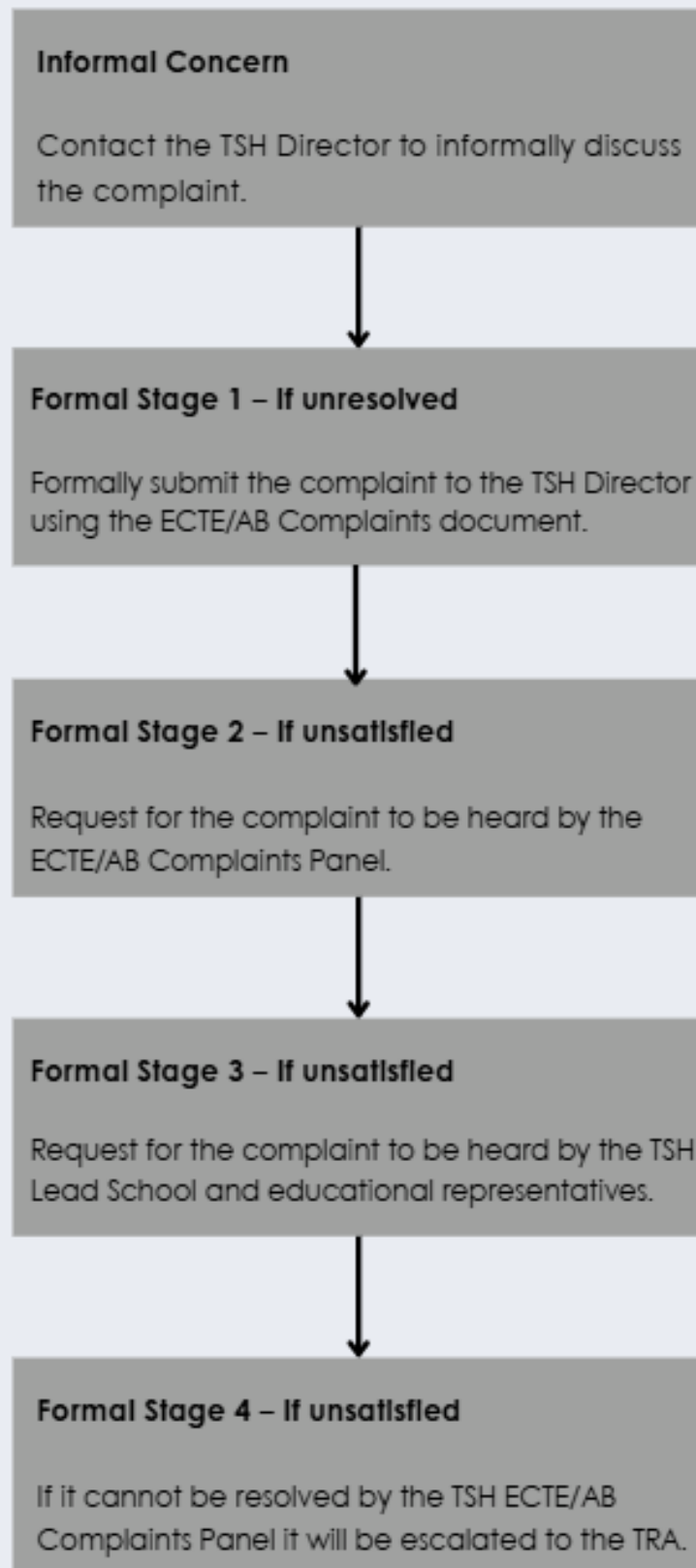
representatives:

- 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 Teaching Regulation Agency (TRA).

Complaints Procedure Flow Chart



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

