Complaints, Appeals and Grievance Procedures

Complaints

Please follow the procedure below if you have a complaint to make:

- **Step one:** Talk directly to the person whose processes or behaviour you are unhappy about.
- **Step two:** (Informal stage one) If the matter is not resolved, seek help (from your school class teacher mentor, professional mentor or union representative, as appropriate) in finding the best way to progress your concerns.
- **Step three:** (Informal stage two) If the matter is not resolved, put your case in writing within two weeks to the SCITT Director. You will receive a reply within seven working days.
- **Step four:** (Formal complaint) If the matter is still not resolved, put your case in writing to the Chair of the Fareham and Gosport Strategic Board.

Appeals

The procedures for making complaints or lodging appeals.

Appeals against decisions made by Fareham and Gosport Primary SCITT Examination Board:
If you are dissatisfied with the result of the Examination Board, you may appeal. Please remember that you cannot use this system to protest about a professional judgement. An appeal is only allowed where the process of assessment is not carried out appropriately.   An appeal must be made in writing within two weeks of the assessment, to the SCITT Director, who will consider the grounds for appeal and reply within seven working days. Your appeal will be considered only if the investigation of your complaint found that there had been a fault in the way you were assessed.

SCITT Code of Conduct and Discipline
The Code of Conduct for trainees is set out and issued to all trainees who sign it at the start of the programme. Discipline procedures will be carried out using the Cause for Concern process.

University Complaints and Grievance Procedures
As a student of the University, you can access procedures by contacting the University directly.

Employers' Complaints and Grievance Procedures
Please consult your school procedures, Local Authority website or union representative, as appropriate.