

## Swindon and Wiltshire Teaching School Hub

### Concerns and Complaints procedure

The Swindon and Wiltshire Teaching School Hub is committed to providing the best possible professional development programmes for teachers and leaders. We always welcome feedback and will always respond to this.

Where concerns are raised, The Swindon and Wiltshire Teaching School Hub intends for these to be dealt with fairly, openly, promptly and without prejudice.

The majority of concerns can be dealt with without resorting to the formal stages of the formal complaints procedure. The Swindon and Wiltshire Teaching School Hub encourages those that have concerns to raise them with the appropriate person at the school, Induction Tutor, SLT or the Director of the Teaching School Hub.

The formal stages of the procedure should be followed when attempts to resolve concerns informally have proved unsuccessful.

#### **Key Principles:**

- Complaints are accepted within two months of the issue, unless there is a good reason for delay.
- Confidentiality is important for both parties.
- It is best to resolve complaints informally whenever possible.
- Anonymous complaints are rare and need a good reason for investigation.
- Frivolous or vexatious complaints will not be considered.

#### **Procedure:**

##### **Stage 1: Informal Complaints**

- Most complaints should start informally by contacting the most appropriate person.
- Provide details of the issue with as much detail and evidence as possible.
- The Teaching School Hub will aim to resolve most issues at this stage.

##### **Stage 2: Formal Complaints**

- If not resolved informally, a complaint must be submitted to the Director of the Teaching School Hub, Melissa Marshall or Stuart Ingram (Regional Director – United Learning).
- Include contact details, nature of complaint, steps taken informally, and desired outcome.
- A response will be provided within four weeks, including details of the investigation and any recommendations.

Contact: Melissa Marshall or Stuart Ingram

**Director:** Mel Marshall

Swindon and Wiltshire Teaching School Hub – Glenmoor & Winton Academies

Glenmoor & Winton Academies are part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12. Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB.

Glenmoor & Winton Academies  
Beswick Avenue  
Bournemouth  
Dorset  
BH10 4EX  
t: 01202 527 818  
f: 01202 546281  
e: [info@glenmoorandwinton.org.uk](mailto:info@glenmoorandwinton.org.uk)  
w: [glenmoorandwinton.org.uk](http://glenmoorandwinton.org.uk)

### **Stage 3: Escalation – Review by the Local Governing Body (LGB) Complaints Panel**

- The complainant is entitled to request a review of the decision and the actions taken at Stage 2. The review is carried out by a complaints panel, at a meeting convened by the LGB Clerk and provides an opportunity for the complaint to be heard afresh.
- Requests for a review of the decision taken at Stage 3 should be made in writing to the LGB Clerk no later than 15 working days after receipt of written notification of the decision at Stage 2. The request should include a summary of the complaint, why the complainant is dissatisfied with the outcome of Stage 2 and the outcome they are seeking. The LGB Clerk will convene a meeting of the complaints panel and will organise the time and date of the Stage 3 review meeting, inviting all the attendees, collating all the relevant documentation and distributing this to all parties, no less than 5 working days in advance of the meeting.
- Minutes of the review meeting will be taken by the Clerk and provided with the written notification of the decision taken at Stage 3.
- The following steps are taken at Stage 3. The Clerk will acknowledge the written request for the complaint to be reviewed no later than 10 working days (not including the school holidays) after receiving it.
- The Clerk will convene a panel of 3 people who were not directly involved in the detail of the complaint, one of which must include one member independent of the running and management of the Academies to review the complaint. A Governor from a local governing body of a different school/academy within United Learning, provided they have not conflict of interest, may sit as an independent panel member.
- If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the meeting or further investigation be carried out. Copies of such particulars shall be supplied to all parties usually not later than 5 working days prior to the meeting or 3 working days if requested after receipt of the full pack of documents.
- The review meeting will take place within 20 working days (excluding those which fall in the school holidays) of receipt of the written acknowledgement from the Clerk.
- The review meeting is not a court case and will be as informal as circumstances allow and conducted in such a manner as at the discretion of the Panel. The meeting may be convened remotely or face to face within the Academies. The Panel members are not legally trained and therefore cannot make findings as to points of law.
- The panel may speak with the following, either as part of the review meeting, or as part of any further investigation (the complainant, the Principal (or Chair of LGB as appropriate) who investigated the complaint and made the decision at Stage 2, relevant persons involved in the complaint, persons whom, in the view of the panel, can provide relevant advice and information relating to the subject of the complaint and the review process at Stage 3
- Where the complainant, Principal and/or relevant person involved in the complaint have been invited to attend the review meeting, they are entitled to be accompanied by a family member/friend/representative as appropriate. However, legal representatives are not permitted to attend the review meeting.
- The parents may attend be accompanied at the panel meeting by one other person if they wish. They may be a relative, teacher or friend. Legal representation will not be appropriate. The parents should notify the LGB Clerk at least 3 working days in advance of the hearing of the name and occupation of an accompanying person (if relevant).

**Director:** Mel Marshall

Swindon and Wiltshire Teaching School Hub – Glenmoor & Winton Academies

Glenmoor & Winton Academies are part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12. Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB.

Glenmoor & Winton Academies  
Beswick Avenue  
Bournemouth  
Dorset  
BH10 4EX  
t: 01202 527 818  
f: 01202 546281  
e: [info@glenmoorandwinton.org.uk](mailto:info@glenmoorandwinton.org.uk)  
w: [glenmoorandwinton.org.uk](http://glenmoorandwinton.org.uk)



- If possible, the panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the panel will decide how it should be carried out, and may undertake any such further investigation, and ask for any such further information as it considers necessary, in order to be able to reach a finding in respect of the complaint.
- After due consideration of all facts they consider relevant, the panel will make findings as to whether the Stage 2 decision was a reasonable one and accordingly can decide to:
  - uphold the complaint and recommend that certain action be taken to resolve it
  - uphold the complaint in part (in other words find an aspect or aspects of the complaint to be valid, but not the whole complaint) and recommend certain action to be taken, or
  - dismiss the complaint entirely
  - this policy will not apply in all circumstances and in some circumstances the schools. For example any concerns around the school's own employment practices should be directed to the school

The Panel may make recommendations to the Teaching School Hub because of its deliberations, but has not power to compel the Hub to take action. A confidential written record of all complaints that are made in accordance with the formal stage of this procedure will be kept. The written record will include whether the complaint has been resolved following a formal procedure and whether it proceeded to a panel review meeting. It will also refer to any action taken, regardless of whether it has been upheld.

Contact: [Stuart.Ingram@Unitedlearning.org.uk](mailto:Stuart.Ingram@Unitedlearning.org.uk) who will direct the complaint to the LGB clerk.

### **Contact United Learning**

If the complainant remains dissatisfied with the outcome of the complaint procedure, they may contact United Learning. United Learning reserves the right to consider each complaint on a case-by-case basis. If deemed appropriate, it may appoint a senior representative to carry out a desktop exercise to review the complaint and the action taken by the Academies. They will then give a direction and ensure the complainant is appropriately informed. They may either:

- Uphold the outcome at Stage 3; or
- Overturn the outcome at Stage 3 and direct a further review by independent LGB panel

An independent review panel will consist of three governors, all of whom must be external to the LGB of the Academies. It will follow the same process outlined in stage 3. The decision of the designated UL representative or any subsequent review panel is **final and binding**.

### **Review and recording of complaints**

- Complaints and outcomes will be recorded and reported to the Swindon and Wiltshire TSH board.
- Corrective actions following upheld complaints will be implemented and influence Hub policy and procedures moving forward.

Completed by S Ingram

To be reviewed July 2026

**Director:** Mel Marshall

Swindon and Wiltshire Teaching School Hub – Glenmoor & Winton Academies

Glenmoor & Winton Academies are part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12. Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB.

Glenmoor & Winton Academies  
Beswick Avenue  
Bournemouth  
Dorset  
BH10 4EX  
t: 01202 527 818  
f: 01202 546281  
e: [info@glenmoorandwinton.org.uk](mailto:info@glenmoorandwinton.org.uk)  
w: [glenmoorandwinton.org.uk](http://glenmoorandwinton.org.uk)