

## Lincolnshire ITT Complaints Policy

Policy Code:	ITT1
Policy Start Date:	April 2026
Policy Review Date:	March 2028

Please read this policy in conjunction with the policies listed below:

- HR6 Data Protection Policy
- HR23 Whistleblowing Policy
- HR33 Records Management Policy
- HR36 Complaints Policy
- HR37 Zero Tolerance Policy



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## **1 Policy Statement**

- 1.1 This policy outlines the procedure to be followed by trainees who have a complaint concerning their programme of study.
- 1.2 This policy does not form part of any member of staff's contract of employment and it may be amended at any time.
- 1.3 References to 'working' days within this policy refer to working days for Lincolnshire ITT. As such, weekends and holiday periods are not included within any stated timeframe, for example, five working days.
- 1.4 Lincolnshire ITT works with a number of external Training Partner Schools. Depending upon the nature of the complaint raised, Lincolnshire ITT may be unable to manage a complaint if it relates to the practices and/or management of an external Partner School. Where this is the case, Lincolnshire ITT will direct the complaint appropriately.

## **2 Roles, Responsibilities and Implementation**

- 2.1 The Education & Standards Committee has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. This committee delegates day-to-day responsibility for operating the policy and ensuring its maintenance and review to the Director of Professional Learning.
- 2.2 Lincolnshire ITT leaders and managers have a specific responsibility to ensure the fair application of this policy and all staff are responsible for supporting colleagues and ensuring its success.

## **3 Aims**

- 3.1 This policy sets out Lincolnshire ITT's commitment to ensuring individual complaints are addressed in a manner that is fair, consistent, and timely. The organisation is dedicated to achieving early and effective resolution of concerns wherever possible.

## **4 Communication**

- 4.1 Lincolnshire ITT operates an 'open door' policy; the team is open to trainees at all reasonable (business) times to discuss any queries or concerns they may have. Lincolnshire ITT commits to having good, clear systems of communication where individuals are able to raise their questions and concerns and resolve them as part of a positive working relationship.



- 4.2 In all cases of communication from trainees, an appropriate member of staff should respond as soon as reasonably possible (within 3 working days), even if such a response instigates a 'neutral' situation where further detail is being sought to answer the complainant's request in full at a later point.

## **5 The Complaints Procedure**

- 5.1 Lincolnshire ITT hopes that through working together and effective communication, any problems can be resolved at an early stage and prevent any need for a complaint. However, in the event that individuals feel that communication has not resolved the issue, then they should follow this complaints procedure, making it clear from the outset that this is the course they now wish to take.

- 5.2 The definition of a complaint for the purpose of this policy is as follows:

"....an expression of dissatisfaction made either orally or in writing and received by Lincolnshire ITT about the standard of service, actions or lack of action by Lincolnshire ITT affecting an individual".

- 5.3 This procedure has been developed in accordance with sector best practice for Initial Teacher Training, reflecting the principles set out by NASBTT and the Office of the Independent Adjudicator for Higher Education (OIA) for fair, transparent, and robust complaints processes. It aligns with nationally recognised expectations for accessibility, impartiality, and thoroughness in the handling of concerns within ITT programmes.

- 5.4 The guiding principles behind our complaints procedure include:






- **simplicity** – simple, well publicised stages;
- **access** – complainants knowing exactly where, how and to whom they should complain;
- **speed and clarity** - complaints being dealt with promptly, effectively and professionally within stated time limits and at as early a stage as possible;
- **action** – action being agreed and reviewed, with complainants kept informed of progress throughout each stage of the procedure;
- **objectivity** – beyond the first informal stage of investigation of a complaint against an individual, the subject of the complaint will not deal with it but will instead refer it to their manager where appropriate;
- **development** – opportunities for the Trust to consider changes to current practice on the basis of what complainants have said; and
- **fair** - treating the complainant impartially, and without unlawful discrimination or prejudice.



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- 5.5 Lincolnshire ITT hopes that the adoption of a clear procedure will help to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.
- 5.6 The complaints procedure is summarised on page 4 within this policy.
- 5.7 There may be circumstances in which the progress of a complaint through the complaints procedure may be suspended pending a disciplinary or capability enquiry. This must be a necessary and reasonable delay and in accordance with the requirements of the disciplinary or capability procedures. In such cases of delay, complainants must be informed immediately and in writing of the length of and reason for the delay.
- 5.8 All complaints will be treated as confidential. Only those members of staff concerned with investigating the complaint will have access to the file. No confidential information regarding the investigation will be made available publicly. However, it should be noted that if any action taken by a member of staff is the subject of a complaint, then they should be advised of the complaint made against them.
- 5.9 All complaints will be recorded in accordance with the Trust's monitoring procedure.
- 5.10 Unless exceptional circumstances apply Lincolnshire ITT will not accept, as evidence, recordings of conversations that were obtained covertly and without informed consent of all parties being recorded.
- 5.11 If a recording device is used as part of the complaints process, e.g., to record a meeting where an individual might have communication difficulties, all parties should agree (informed consent) in advance to being recorded.
- 5.12 If a trainee raises a complaint whilst on an 'Action Plan' or a 'Cause for Concern', the ITT process will usually continue during the complaint in order to not adversely affect timescales for the award of Qualified Teacher Status (QTS).
- 5.13 If, at any time, the complainant does not engage with the complaint process, Lincolnshire ITT has the right to close the complaint.
- 5.14 If your complaint relates to data protection, for example Subject Access Requests (SAR), data breaches etc., please follow the complaints process set out in the Trust's HR6 Data Protection Policy.



## Complaints Procedure

Stage	Raised to:	Acknowledged within:	Response within:	Next step:
<b>Prior to the complaints procedure being initiated</b>	Prior to the complaints procedure being initiated trainees are encouraged to seek early resolution by discussing any concerns directly with their Mentor, Lead Mentor or Programme Lead. In the event that this does not resolve the problem, a trainee can follow the complaints procedure.			
				
<b>1 Informal</b>	Lincolnshire ITT Offices - Main Reception (via telephone)	2 working days	5 working days	Resolved Or If unresolved, escalate to Stage 2
				
<b>2 Formal</b>	Lincolnshire ITT Lead	5 working days	10 working days	Resolved Or If unresolved, escalate to Stage 3
	If linked to the Lincolnshire ITT Lead – Director of Professional Learning			
				
<b>3 Formal Trust Review</b>	Director of Professional Learning or Trust representative	5 working days	10 working days	Resolved Or If unresolved, escalate to Stage 4
				
<b>4 Formal Panel Hearing</b>	Complaint Recipient (within 10 working days of receipt of Stage 3 outcome)	5 working days	CC held within 20 working days Response sent within 15 working days of the CC	Closed
				
Escalation by complainant to OIA, if required.				

## **6 Complaints about Staff Conduct**

- 6.1 It is for the ITT Lead and Director of Professional Learning, working with the Head of HR, to decide whether to invoke a procedure. On receipt of a complaint about staff conduct and as the appropriate authority, the Director of Professional Learning, working with the Head of HR, will decide whether the complaint should be dealt with according to HR12 Staff Disciplinary Policy, or according to procedure set out in this policy. The complainant will be notified in writing of any decision to deal with a complaint according to HR12 Staff Disciplinary Policy.
- 6.2 If the ITT Lead and Director of Professional Learning decide that using this complaints procedure is appropriate, but considers that there is any possibility that the matters could at some future point lead to disciplinary proceedings, the member of staff who is the subject of the complaint will be advised of that possibility. The trainee will be allowed to bring a Trade Union representative or colleague to any meeting about the complaint.
- 6.3 If it is decided that a complaint about staff conduct should be dealt with under HR12 Staff Disciplinary Policy, they will ensure that any other aspect(s) of the complaint are dealt with under the complaints procedure.
- 6.4 In the event that the complaint about staff conduct relates to an individual employed by one of Lincolnshire ITT's Training Partners, any staff conduct processes will be managed through the organisation's own policies and procedures and will not be managed by Lincolnshire ITT.

## **7 Stage 1 – An informal complaint**

- 7.1 In the first instance, the complainant should make contact with Lincolnshire ITT, stating that they wish to make an informal complaint (under Stage 1 of this policy), and providing an outline of the reasons for their complaint. Contact should be made by telephone to the main reception.

<b>Setting</b>	<b>Contact</b>
Lincolnshire ITT	01522 871370
	Scitteenquiries@prioryacademies.co.uk

- 7.2 In order to best deal with any complaints, the complaint should be raised within 3 months of the issue to which they relate. Lincolnshire ITT may still consider complaints made out of this timeframe, but a resolution may be more difficult to



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achieve and Lincolnshire ITT may decline to consider the complaint due to it being 'out of time'.

- 7.3 The complaint will be passed to the most appropriate member of staff to investigate, and provide a response to the complainant.
- 7.4 For a Stage 1 informal complaint, Lincolnshire ITT will provide an acknowledgement within 2 working days, and will endeavour to provide a response (verbal or written) within 5 working days. If it is not possible to meet these deadlines, then the complainant will be informed when they will receive a response.

## **8 Stage 2 – A formal complaint**

- 8.1 In the event that a complainant considers that an informal concern raised at Stage 1 has not been resolved, they may pursue the issue by means of a written letter of complaint addressed to the ITT Lead. This is designed to provide a fair, equitable and consistent arrangement for the investigation of any complaint.
- 8.2 If the complaint concerns the ITT Lead this should be directed to the Director of Professional Learning.
- 8.3 For the purpose of this policy, moving forward, the term 'Complaint Recipient' will be used to refer to either the ITT Lead or Director of Professional Learning as appropriate.
- 8.4 In order to best deal with any complaints, they should be raised within 3 months of the issue to which they relate. Lincolnshire ITT may still consider complaints made out of this timeframe, but a resolution may be more difficult to achieve and Lincolnshire ITT may decline to consider the complaint due to it being 'out of time'.
- 8.5 The Complaint Recipient will decide whether to delegate the investigation of the complaint to another member of staff or whether to undertake the investigation themselves. At the recipient's discretion, they can request that a member of staff from the Trust investigates the complaint on their behalf, or acts in an advisory capacity whilst the investigation is ongoing.
- 8.6 Another body may be commissioned to offer assistance to find a resolution to the complaint where required. This could include the provision of a mediation service, including facilitating meetings between the complainant and Lincolnshire ITT.

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- 8.7 The person investigating the complaint will ensure that a written acknowledgement is provided to the complainant within 5 working days of Stage 2 commencing. The acknowledgement will give a brief explanation of the next steps to be taken and will give a target date for providing a response to the complainant, which should normally be within 10 working days. If this target cannot be met, a communication will be sent within 10 working days explaining the reason for the delay and providing a revised target date.
- 8.8 The person investigating the complaint will seek to speak, or meet, with all appropriate people in order to establish all facts relating to the complaint. This includes the complainant, staff and any other person.
- 8.9 Once all the relevant facts have been established, the person investigating the complaint will produce a written response to the complaint, or may wish to meet the complainant to discuss/resolve the matter directly.
- 8.10 A written response, if produced, will contain an outline of the complaint and a summary of the response to the complaint, including the decision reached and the reasons for it. Where appropriate, this will also include what action will be taken to resolve the complaint. If Stage 2 highlights any recommendations of changes in working practice the complainant must allow 60 working days for these recommendations to be embedded.
- 8.11 If the complainant is not satisfied by the results of Stage 2, then they can request to move to Stage 3 of this procedure. Should this be the case, the complainant must send a written request stating this to the Complaint Recipient, within 10 working days of receiving the response, or if Stage 2 highlighted any recommendations of changes to working practices, within 70 working days of receiving the response.
- 8.12 If no further communication is received from the complainant within 10 working days (or 70 working days where appropriate), it will be assumed that the complaint has been satisfactorily resolved and it will be closed.
- 9 Stage 3 – A formal complaint escalated to the Director of Professional Learning**
- 9.1 If a complainant is not satisfied with the response received at Stage 2, they can request for their complaint to be escalated to the Director of Professional Learning. The complainant should notify the Complaint Recipient of this, who will inform the Director of Professional Learning.
- 9.2 If the Director of Professional Learning has managed the complaint at Stage 2, they will nominate a Trust member of staff to manage the complaint at Stage 3.



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- 9.3 If the complaint relates to the Director of Professional Learning, then the Complaint Recipient will notify the CEO, who will appoint an appropriate member of staff to manage the Stage 3 complaint process in place of the Director of Professional Learning.
- 9.4 The Director of Professional Learning will ensure that a written acknowledgement is provided to the complainant within 5 working days of Stage 3 commencing. The acknowledgement will give a brief explanation of the next steps to be taken and will give a target date for providing a response to the complainant, which should normally be within 10 working days. If this target cannot be met, a letter will be sent within 10 working days explaining the reason for the delay and providing a revised target date.
- 9.5 Where appropriate, the Director of Professional Learning may seek to speak to, or meet with, individuals connected to the complaint. However, depending upon the nature of the complaint, care will be taken to avoid putting individuals through repeated requests to meet with staff in relation to the complaint. As such, not every individual involved in Stages 1 and 2 may be spoken to as part of the Stage 3 review.
- 9.6 A written response will contain an outline of the review undertaken by the Director of Professional Learning and a summary of their response to the complaint, including the decision reached and the reasons for it. Where appropriate, this will also include what action Lincolnshire ITT will take to resolve the complaint. If Stage 3 highlights any recommendations of changes in working practice the complainant must allow 60 working days for these recommendations to be embedded. In addition to the written response, a face-to-face may occur with the complainant to discuss the outcome of the review.
- 9.7 If the complainant is not satisfied by the results of Stage 3, then they can request to move to Stage 4 of this procedure. Should this be the case, the complainant must send a written request stating this to the Complaint Recipient, within 10 working days of receiving the response, or if Stage 3 highlighted any recommendations of changes to working practices, within 70 working days of receiving the response.
- 9.8 If no further communication is received from the complainant within 10 working days (or 70 working days where appropriate), it will be assumed that the complaint has been satisfactorily resolved and it will be closed.

## **10 Stage 4 – A complaint referred to the Complaints Committee**

- 10.1 Upon receipt of a written request from the complainant for the complaint to proceed to Stage 4, the Complaint Recipient will first ascertain whether Stages 1, 2 and 3 have been followed. If not, the appropriate Stage will be initiated. If

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Stages 1, 2 and 3 have been observed, the procedures outlined below will be followed.

- 10.2 It should be noted that the purpose of a Complaints Committee (CC) is for the committee, as an independent panel, to review the complaint and try to resolve it. The panel will not re-investigate the complaint and whilst the complainant will be invited to present their complaint to the committee, it is not an opportunity for the complainant to cross-examine any staff or individuals involved.
- 10.3 The Complaint Recipient, having received a written request under 10.6 above, will appoint a Chair for a Complaints Committee (CC).
- 10.4 The designated Chair of the Complaints Committee will appoint a Clerk to convene a CC hearing.
- 10.5 The Clerk to the CC will write to the complainant to acknowledge receipt of the written request for the complaint to be heard by the CC. The acknowledgement must be sent within 5 working days and should also inform the complainant that the complaint is to be heard by the CC within 20 working days of receiving the complaint.
- 10.6 As required by The Education (Independent School Standards) Regulations 2014:
- the panel must consist of at least 3 people;
  - no member of the panel can have had any prior involvement in the complaint; and
  - the panel must include at least one member who is independent of the management and running of the school\*.

\*For schools within a Multi-Academy Trust (MAT), with the exception of the MAT's Trustees, the DfE are satisfied that a governor from a local governing body at a different school within the MAT, who has no conflict of interest or prior knowledge of the complaint, can be an independent panel member. This is because such person would have no direct involvement with the management and running of the school being complained about.

- 10.7 It is not appropriate for the Complaint Recipient to have a place on this panel. The composition of the CC should, as far as possible, be sensitive to issues of race, gender and religious affiliation.
- 10.8 The CC Chair will ensure that the complaint is heard by the panel within 20 working days of receiving the request for a Stage 4 hearing. All relevant correspondence regarding the complaint will be distributed to each panel member as soon as the composition of the panel is confirmed.

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- 10.9 The complainant and the staff previously involved in managing the complaint have the right to submit any documents relevant to the complaint prior to the meeting. These must be sent to the Clerk of the CC no later than 5 working days before the date of the hearing to allow adequate time for the documents to be circulated.
- 10.10 The CC Clerk or Chair will write and inform the complainant, the Complaint Recipient and any relevant witnesses and members of the panel of the date, time and place of the meeting, at least 5 working days in advance. The notification to the complainant will also inform them of the right to be accompanied to the meeting by a friend.
- 10.11 The Clerk or Chair of the CC will invite the Complaint Recipient (or nominated individual) to speak to the panel and/or prepare a written report for the panel in response to the complaint. The Complaint Recipient (or nominated individual) may also invite members of staff directly involved in matters raised by the complainant, to respond in writing or in person to the complaint.
- 10.12 The involvement of individuals from establishments other than Lincolnshire ITT is subject to the discretion of the Chair of the Panel.
- 10.13 It is the responsibility of the Chair of the Panel to ensure that the meeting is properly minuted.

## **11 Hearing the Complaint at the Meeting**

- 11.1 The aim of the meeting should be to resolve the complaint and achieve reconciliation between the setting and the complainant.
- 11.2 The panel should remember that many complainants are not used to dealing with groups of people in formal situations and may feel inhibited when speaking to the panel. It is therefore recommended that the Chair of the Panel ensures that the proceedings are as informal as possible.
- 11.3 In the interests of natural justice, the introduction of previously undisclosed evidence or witnesses would be a reason to adjourn the meeting so that the other side has time to consider and respond to the new evidence.
- 11.4 The procedure recommended for the meeting is as follows:
- (i) the Chair of the Panel will welcome the complainant, introduce the panel members and explain the procedure;

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- (ii) the Chair of the Panel will invite the complainant, or person accompanying the complainant, to explain the complaint;
  - (iii) the Panel may question the complainant about the complaint and the reasons why it has been made;
  - (iv) the Complaint Recipient (or nominated individual) will be invited by the Chair of the Panel to question the complainant about the complaint and why it has been made;
  - (v) the Chair of the Panel will invite the Complaint Recipient (or nominated individual) to make a statement in response to the complaint. At the discretion of the Chair of the Panel, the Complaint Recipient (or nominated individual) may invite members of staff directly involved in the complaint to supplement their response;
  - (vi) the Panel may question the Complaint Recipient (or nominated individual) and/or members of staff about the response to the complaint;
  - (vii) the Chair of the Panel will invite the complainant to question the Complaint Recipient (or nominated individual) and/or members of staff about the response to the complaint;
  - (viii) any party has the right to call witnesses, subject to the approval of the Panel (any witnesses should be known about in advance of the meeting);
  - (ix) the Panel, the Complaint Recipient (or nominated individual) and the complainant have the right to question any such witnesses;
  - (x) the Complaint Recipient (or nominated individual) will be invited by the Chair of the Panel to make a final statement;
  - (xi) the complainant will be invited by the Chair of the Panel to make a final statement;
  - (xii) the Chair of the Panel will explain to the complainant and the Complaint Recipient (or nominated individual) that the decision of the Panel will now be considered and a written decision will be sent to both parties within 15 working days. The Chair of the Panel will then ask all parties to leave, except for members of the Panel and their Clerk; and
  - (xiii) the Panel will then consider the complaint and all the evidence presented and:
    - a) reach a decision on the complaint and the reasons for it;



- b) decide upon the appropriate action to be taken to resolve the complaint; and
- c) where appropriate, suggest recommended changes to systems or procedures to ensure complaints of a similar nature are not repeated.

11.5 The minutes of the meeting will be recorded and kept on file.

11.6 A written statement outlining the decision of the Panel must be sent to the complainant and the Complaint Recipient. The statement sent to the complainant by the Chair of the Panel must explain that the decision of the Panel is final.

11.7 Lincolnshire ITT must ensure a copy of all correspondence and notes are kept on file.

## **12 Outcomes**

12.1 At any of the four stages, any of the below outcomes or findings may be reached as a result of the complaint:

- the complaint requires no further action;
- there is insufficient evidence to either uphold or dismiss the complaint;
- an acknowledgement that Lincolnshire ITT could have handled the situation differently or better;
- an apology;
- an explanation of steps which have been taken to ensure the circumstances which led to the complaint will not happen again; and/or
- an agreement to review Lincolnshire ITT's procedures and/or the Trust's policies in light of the complaint.

12.2 A written record will be kept of all complaints made, along with the details of whether they were resolved in Stage 1, Stage 2, Stage 3 or Stage 4 of the process, regardless of whether the complaint is upheld.

12.3 Lincolnshire ITT will keep a record of the action taken, as a result of the complaint, regardless of whether the complaint is upheld.

12.4 If the complaint proceeds to Stage 4, once a finding has been reached the following actions will be taken:

- the complainant and, where relevant, the person complained about will receive a copy of the findings and recommendations of the panel, provided that where any information, if disclosed, is likely to breach the Lincolnshire



- ITT's data protection obligations, those relevant sections of the findings and recommendations may be omitted or redacted; and
- the findings and recommendation of the panel will be available for review by Lincolnshire ITT.

12.5 The correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

### **13 Office of the Independent Adjudicator for Higher Education (OIA)**

13.1 If the complainant is not satisfied with the CC's response to their complaint at Stage 4, they can complain to the OIA.

13.2 The procedure for complaints can be found at: [How to complain to us - OIAHE](#)

### **14 Managing serial and persistent complaints**

14.1 In the event that, despite all stages of the complaints procedure having been followed, a complainant tries to re-open the same issue, Lincolnshire ITT will inform the complainant that the procedure has been completed and that the matter is now closed.

14.2 Further to this, if the complainant contacts Lincolnshire ITT again on the same issue, the correspondence may then be viewed as 'serial' or 'persistent' and Lincolnshire ITT may choose not to respond.

### **15 Unreasonable Complainants**

15.1 Lincolnshire ITT is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. Lincolnshire ITT will not normally limit the contact complainants have with them or the investigating officer. However, Lincolnshire ITT does not expect its staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening under the Trust's HR37 Zero Tolerance Policy.

15.2 Lincolnshire ITT defines unreasonable complainants as '*those who, because of the frequency or nature of their contacts with Lincolnshire ITT, hinder our consideration of their or other people's complaints*'.

15.3 A complaint may be regarded as unreasonable when the person making the complaint:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
- refuses to accept that certain issues are not within the scope of the complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- changes the basis of the complaint as the investigation proceeds;
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuses to accept the findings of the investigation into that complaint where the complaint procedure has been fully and properly implemented and completed;
- seeks an unrealistic outcome; and/or
- makes excessive demands on time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

15.4 A complaint may also be considered unreasonable if the person making the complaint does so (either face-to-face, by telephone or in writing or electronically):

- maliciously;
- aggressively;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- knowing it to be false;
- using falsified information; and/or
- publishing unacceptable information in a variety of media such as on social media websites and in newspapers.

15.5 Complainants should limit the numbers of communications with the setting or the investigating officer while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

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- 15.6 Whenever possible, the Complaint Recipient will discuss any concerns with the complainant informally before applying an 'unreasonable' marking to the complaint.
- 15.7 If the behaviour continues the Director of Professional Learning, or nominated individual, will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact Lincolnshire ITT, causing a significant level of disruption, Lincolnshire ITT may implement a tailored communication strategy, normally reviewed after 6 months. This may include:
- the individual being restricted to a single point of contact via a designated telephone number or email address; and/or
  - limiting the number of times an individual can make contact with Lincolnshire ITT, for example, a fixed number of contacts per month.
- 15.8 In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include barring an individual from one of more of the Trust's premises.

## **16 Policy Change**

- 16.1 This policy may only be amended or withdrawn by the Priory Federation of Academies Trust.



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## **The Priory Federation of Academies Lincolnshire ITT Complaints Policy**

This Policy has been approved by the Education & Standards Committee:

Chair of the Committee

Signed..... Name..... Date: .....

Trustee

Signed..... Name..... Date: .....

Chief Executive Officer

Signed..... Name..... Date: .....

Designated Member of Staff

Please note that a signed copy of this agreement is available via Human Resources.