

The Chartered College of Teaching **Complaints procedure**

The Chartered College of Teaching always aims to provide a high standard of care in all our services. Your views are important to us and help to ensure our services are of a consistently high quality. In order to do this, please do share with us your comments about our service and tell us if we get things wrong.

We treat a complaint as an expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information to help us improve the service we provide. We treat all complaints in confidence. The Chartered College of Teaching assures all those who make a complaint that it will do its best to resolve the matter as soon as possible.

Who can complain

Anyone affected by the Chartered College of Teaching's services can make a complaint. A representative may complain for the affected person if they:

- cannot make a complaint themselves; or
- have given consent for the representative to act on their behalf.

How you can make a complaint

You can complain:

- By telephone: 020 7911 5589
- By email: hello@chartered.college.
- By letter: The Chartered College of Teaching, 9-11 Endsleigh Gardens, London, WC1H 0EH
- Where someone complains orally, we will make a written record and provide you with a copy of it within 3 working days. Please provide your email or postal address so we may contact you for this purpose.

Responsibility

We will provide as far as is reasonably practical any help you need to understand the complaints procedure; or advice on where you may get that help. All complaints will be stored in line with data retention schedule and for no longer than necessary.

How we handle complaints

The Chartered College of Teaching may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint. We will acknowledge a complaint within five (5) working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within twenty-eight (28) working days unless we agree a different time scale with you.

When we have finished investigating, we will write to you via email to discuss the outcome, details of our findings, any action we have taken; and our proposals to resolve your complaint.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later after the event occurred, we may not be able to launch a thorough investigation. Nevertheless, we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint, you can contact Head of Membership at hello@chartered.college.

Once we have dealt with your complaint, if you are not happy with the outcome, you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact the LGO at:

Tel: 0300 061 0614

Website: www.lgo.org.uk

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.