

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 about the Chartered College of Teaching

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 we will do our best to resolve the matter as soon as possible.

Complaints should be made within three months of the relevant incident. In exceptional circumstances we may be able to respond to a complaint that is older, although this is something we will decide at our discretion and on a case-by-case basis.

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: +44 20 3433 7624
- By email: hello@chartered.college or directly emailing a member of the staff team
- By letter: **Please note, during the COVID-19 pandemic our staff are not working in the office. It is advised to direct any complaints via the email provided above**
- Please make sure you include your name, address and contact telephone number in your email or letter so we can get in touch with you easily. If you have a suggestion for how best to resolve the issues in your complaint, please also let us know. We want to reach the best possible outcome, and therefore we value your ideas as to how to achieve this.

We will acknowledge your complaint within ten (10) working days from receiving it and will send a formal response as quickly as we can, but within twenty (20) working days. Once a complaint has been received either in writing or orally, the following process will be followed:

1. A member of the Chartered College of Teaching staff team will contact the affected person to arrange a time to talk to the affected person to gather more information about the issue.

2. A member of the Chartered College of Teaching staff team will then send a summary email to the affected person, outlining the nature of the complaint.
3. A member of the Chartered College of Teaching's senior management team will decide upon the action(s) to be taken to address the complaint, in discussion with the affected person.
4. A member of the Chartered College of Teaching's staff team will share the proposed course of action with the affected person.
5. A member of the Chartered College of Teaching's staff will arrange a time to speak to the affected person to understand the effect of any actions taken.

Every effort will be made to ensure that the complaint is dealt with in a timely manner. There may be instances when the Chartered College of Teaching is unable to make any changes in response to the complaint. If this is the case, this will be explained to the affected person in full.

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 ten (10) 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.

From time to time, we may receive complaints about matters that we are not able to comment on (for example, matters that do not relate directly to the Chartered College of Teaching or our work). Additionally, there may be very rare occasions when we will choose not to respond to a complaint (for example, where someone unreasonably pursues a complaint that we have already responded to; where the person making the complaint is being abusive or offensive in their correspondence; or where the complaint is incoherent or has been made anonymously). We are a charity and we have limited resources, and we have to be mindful of this at all times in responding to complaints.

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 three 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.

The Fundraising Regulator and the Chartered College of Teaching

The Chartered College of Teaching is committed to delivering a high standard of service to anyone who engages with our work through fundraising. The Chartered College of Teaching is a member of the Fundraising Regulator and we follow the Fundraising Regulator's high standards and conduct any fundraising in a responsible way.

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 hello@chartered.college and request that a member of the Executive Leadership Team handles your complaint.

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.

Code of Conduct – interim statement

The Chartered College of Teaching is the professional body for teachers in England. We are working to celebrate, support and connect teachers to take pride in their profession and provide the best possible education for children and young people.

In a similar way to professional bodies representing some other professions (such as the Royal Medical Colleges), the Chartered College of Teaching is not responsible for setting nor enforcing the [Government's Teaching Standards](#), nor the regulation of the conduct of teachers.

Should you have an issue with the conduct or professional behaviour of a member of the teaching profession or affiliated individual or organisation, there are established routes available to raise any concerns or allegations either through the individual's school or employer, or for more serious misconduct, via the [Teaching Regulation Agency](#).

The Teaching Regulation Agency has responsibility for the regulation of the teaching profession, including misconduct hearings and the maintenance of the database of qualified teachers. TRA is an executive agency, sponsored by the Department for Education.

As the Chartered College of Teaching membership continues to grow, we recognise the need for an ethical framework and code of expectations for our members. This is being developed through the Chartered College of Teaching's Ethics Committee and will be published later in 2021, alongside our [Membership Handbook](#) for members.

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