



Wembley
Multi-Academy
Trust

ACHIEVEMENT FOR ALL



NORTH WEST
LONDON
TEACHING
SCHOOL HUB

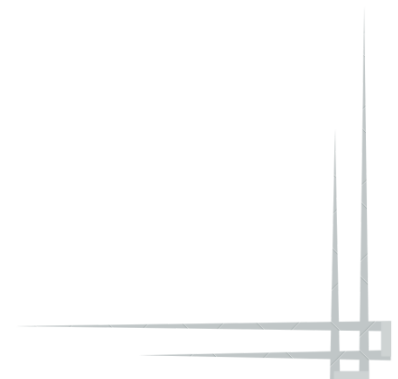
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**NORTH WEST LONDON
TEACHING SCHOOL HUB (NWLTSH)
APPROPRIATE BODY SERVICE**

**COMPLAINTS POLICY
& PROCEDURES**

Date reviewed: February 2025

Date of next review: February 2026



1. Purpose

The NWLTSH Appropriate Body service is committed to high standards of service. However, in the case where an ECT, Induction Tutor, Induction Lead or School has a complaint relating to the induction process or the service, this policy will be followed.

The NWLTSH Appropriate Body takes any complaint seriously and will deal with it without recrimination and in a confidential manner. The Appropriate Body service is committed to continuously improving our standards and constructively handling any complaints, taking any reasonable action to ensure that similar situations do not occur in the future.

This complaints system is designed for all parties involved in the statutory induction process.

Protocol for dealing with complaints from ECTs, Induction Tutors/Leads or School.

2. The Informal Procedures

Any complaint made verbally or in writing by an individual or school should be reported to the CEO of WMAT / Director of the NWLTSH and Appropriate Body service, Beth Ragheb in the first instance, who should seek an early resolution of the matter (BRagheb@WMAT.co.uk).

If the complaint cannot be resolved in the first instance, it will be elevated to the Formal Procedure.

To request a Complaints Form, please email: ABS@northwestlondontsh.org.uk

3. The Formal Procedure

The completed complaint form should be emailed to the CEO of WMAT/ Director of the NWLTSH and Appropriate Body, Beth Ragheb (BRagheb@WMAT.co.uk) who will seek to resolve the matter.

All complaints will be dealt with as promptly as possible; an investigation will take place usually within 10 working days of receipt. The final decision will be communicated to the complainant, in writing, within a further 5 working days. Full written records will be kept.

The NWLTSH Appropriate Body service will not accept anonymous complaints as the formal procedure provides for independent investigation of the substance of any claims, where the complainant will be protected by the NWLTSH from any repercussions.

The NWLTSH Appropriate Body service will not tolerate complaints that, upon investigation, are interpreted as malicious or deliberately misleading. Under such circumstance complaints may be referred to the TRA.

The NWLTSH Appropriate Body service will ensure that complaints are handled consistently and fairly. Confidentiality and anonymity of complaints will be maintained throughout the monitoring process and information will be held in accordance with the NWLTSH Appropriate Body Service's obligations under GDPR regulations.

4. Right to Appeal

If you are not satisfied with the outcome, you have the right to appeal to the Chair of Trustees at Wembley Multi-Academy Trust (email: governance@whtc.co.uk). This should be submitted within 10 working days of the date of the outcome letter. It should clearly state the grounds of the appeal and include any evidence which, in your opinion was not considered by the investigating officer.

The appeal will be heard by a sub-group of the Wembley MAT Strategic Board convened with 10 working days of the date of the appeal letter.

The final decision of the Wembley MAT Strategic Board will be communicated in writing within 5 working days.