

Complaints Procedure for JACT Summer Schools

The JACT Summer Schools pride themselves on the quality of the teaching and pastoral care provided to all students. However, if students, parents or others do have a complaint, they can expect it to be treated by the Trust and the Schools in accordance with this Procedure.

What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the Summer School as a whole or about an individual tutor, and any matter about which a student, parent or staff member is unhappy and seeks action by the Summer Schools is within the scope of this procedure. A complaint is likely to arise if a student, parent or staff member believes that a Summer School has done something wrong, failed to do something that it should have done or has acted unfairly.

Confidentiality & Data Protection

Students, parents and staff can be assured that all concerns and complaints will be treated seriously and confidentially. The complainant will of course not be penalised for a complaint that is raised in good faith. Any personal data collected as a result of raising a complaint with the Summer School will be kept in accordance with the Summer School's data protection policy.

Safeguarding

If the issue is one of safeguarding, you should contact the Designated Safeguarding Lead (DSL) for the relevant Summer School, who will always make time to listen to you, however big or small you feel the problem is, and will be happy to listen to you, whatever time it is. You can also go to the Deputy DSL or any other member of the Summer School Staff if you would prefer. The key thing is to talk to someone if you feel concerned. If the issue concerns the DSL, or if you feel it has not been handled appropriately by the Summer School, you should contact the DSL for the Trust as a whole, Judith Mossman (judith.mossman@coventry.ac.uk) or the deputy DSL Cathy Bothwell (jactgreekss@gmail.com or 07875 252244).

Procedure

It is hoped that most complaints will be able to be resolved quickly and informally, but if this is not possible then the complaint should be put formally to the Course Director. Because of the short duration of the summer schools, every effort will be made to reach a swift resolution. All complaints will be handled seriously and sensitively.

Stage 1 - Informal Resolution

A complaint can be made by a student, parent or other to any member of Summer School staff, but normally to the student's tutor or one of their house tutors. If the member of staff is unable to resolve the complaint on their own, they may need to consult others in order to do so. As far as possible, it is hoped that the complaint can be resolved within 48 hours. If a satisfactory resolution cannot be achieved, then the complainant will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

Stage 2 - Formal Resolution

If the complaint cannot be resolved on an informal basis, then the complainant should put their complaint formally to the Course Director, whether in writing, in person or by phone. The Course Director will decide, after considering the complaint, the appropriate course of action to take. In most cases, the Course Director will meet or speak to the student or parent concerned within 24 hours to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Course Director to carry out further investigations. The Course Director will keep written records of all meetings and interviews held in relation to the complaint. Once the Course Director is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the complainant will be informed of this decision within a further 48 hours, as far as is possible. The Course Director will also give reasons for their decision. If the complaint is about the Course Director, the complaint should be addressed instead to their Deputy as identified on the summer school's website.

Owing to the short length of the courses, it is possible that a complaint may be received (or need to be dealt with) outside the duration of the summer school. If this is the case, the timescale for dealing with a complaint will necessarily be slower (especially over the summer when some of the parties may be away on holiday), but every effort will be made to resolve it within a month of it being received.

If the complainant is still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 - External Resolution

If there is still dissatisfaction with the outcome, the complaint can be pursued further with the Chair of the JACT Summer Schools Trust, Judith Mossman (judith.mossman@coventry.ac.uk).

Recording Complaints

Following resolution of a complaint, the Summer School will keep a written record of all complaints, which reach Stages 2 or 3, and any action taken by the Summer School as a result of any complaint (regardless of whether the complaint is upheld). Complaints which reach these stages will all be logged centrally with the JACT Summer Schools Trust. At the Summer School's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of complainant
- Name of student concerned
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member(s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations).

Correspondence, statements and records relating to individual complaints will be kept confidential.

Reviewing the JSST Complaints Procedure

This policy will be reviewed by the Trustees at the AGM held in February-April each year.