John Taylor Teaching School Hub

Appropriate Body Complaints Procedure

Implementation date: November 2026

Next review date: July 2027

Policy author: N Morland

To be read in conjunction with:

JTMAT-Compliments-Comments-Complaints-Policy-Draft-2026.pdf

At John Taylor Teaching School Hub (JTTSH) we are committed to providing a high-quality service for all teachers and their schools.

Appropriate Bodies are responsible for:

Registering ECTs on DFE Induction Portal

Monitoring the support Early Career Teachers receive, including:

- *Checking that ECTs are receiving their statutory entitlements, and that regard is had to the statutory guidance.*
- *Carry out compliance checks, ensuring schools are supported to provide ECTs with their statutory Early Career Teacher Entitlement induction.*

Monitoring the ECT's progress and provide independent scrutiny:

- *Receive and review the school's assessment reports.*
- *Provide independent scrutiny of the evidence demonstrating the ECT's progress throughout their induction period.*
- *Make an independent final decision on whether the ECT has satisfactorily met the Teachers' Standards, based on the headteacher's recommendation.*
- *Identify where additional support or intervention may be required.*

Provide advice and guidance

- *Provide guidance on induction requirements, assessments, and appropriate support.*
- *Support schools and ECTs where there are concerns about progress and ensure these are addressed.*
- *Ensure that timely and appropriate action is taken where an ECT is not making satisfactory progress.*

Appropriate bodies guidance: induction for early career teachers - GOV.UK

An ECT or their school ("the complainant") may wish to make a complaint against the John Taylor Teaching School Hub (JTTSH) where they believe that the service as an Appropriate Body provider has fallen short of their expectations.

Making a Complaint

For the purposes of this procedure, a "complaint" can be defined as 'an expression of dissatisfaction' which can be regarded as actions taken or a perceived lack of action.

Concerns are best addressed as they arise. We encourage complainants to contact us as soon as possible, and preferably within two weeks of the matter giving rise to their dissatisfaction, unless there is a valid reason for any delay.

Complaints can be resolved informally or formally, dependent on the complainant's choice. All forms of complaints will be taken seriously and the appropriate procedures detailed in this document shall be followed.

Anonymous complaints will not usually be investigated except in exceptional circumstances. This is due to the absence of a complainant to respond to, and the Appropriate Body can

only discuss confidential information with the ECT and their school. If they are investigated this may extend the timeframe for achieving a resolution.

JTTSH will not accept complaints that are generated wholly or predominantly by AI. All complaints must be submitted by the individual(s) with direct knowledge of the matter. (Refer to the JTMAT Compliments, Comments and Complaints Policy and Procedures, p5).

Recording of Complaints and Retention of Records will replicate processes set out in the JTMAT-Compliments-Comments-Complaints-Policy-Draft-2026.pdf (p9)

Steps

Three steps will normally be sufficient to resolve most complaints and appeals. These must be followed in order. For a full summary of these steps, see the flow chart in Appendix A

Note: where complaints span school holidays, timescales may need to be extended.

Step 1 – Informal

Most complaints will be successfully resolved at this step. In the first instance complainants should raise their complaint with the most relevant member of staff. It is anticipated that at this stage the complaint would be raised verbally or in writing e.g. email. Response from an appropriate member of staff will be within ten school working days as a maximum, but ideally the Appropriate Body would wish to expedite possible resolutions as soon as possible. Most complaints will be successfully resolved at this stage. In all cases it is expected that the member of staff will inform their line manager of the complaint at the earliest opportunity and then subsequently advise them of the outcome.

When communicating

- Complainants should raise their complaint directly with the most relevant member of staff, either in writing (email) or verbally. They should:
    - Be specific and factually accurate about the problem.
    - Describe the problem succinctly.
    - Provide supporting documentary evidence where available and appropriate.
    - State a realistic outcome to resolve the complaint for them.
    - Direct the complaint to the JTTSH Appropriate Body named contact, Vic Knight (vi.knight@jtmat.co.uk), unless the complaint is directly about the AB named contact, then this would be directed to the Teaching School Hub Director (n.morland@jths.co.uk).

- The complaint will be investigated following the procedures set out in paragraph 20 of the JTMAT-Compliments-Comments-Complaints-Policy-Draft-2026.pdf
- The response will specify whether the complaint has been upheld, upheld in part, or rejected (see Appendix C)

Step 2 – Formal Complaint

If the complainant is not satisfied that their complaint has been resolved informally then they should inform the Teaching School Hub Director in writing that they wish to make a formal complaint.

Unless there are exceptional circumstances (e.g. ECT absence), Step 2 complaints should be submitted no longer than 90 days (excluding school holidays) after the Step 1 response has been received. Any matters raised after 90 days will only be considered in exceptional circumstances.

- All Step 2 formal complaints are to be submitted on the form found in Appendix B.
- This form and any relevant supporting evidence are to be emailed to the JTTSH Director (n.morland@jths.co.uk).
- Acknowledgement of the complaint is to be sent to the complainant within 3 school working days by the recipient.
- The TSH Director may contact the complainant to seek further clarification of the complaint and will investigate the complaint following the procedures set out in paragraph 20 of the JTMAT-Compliments-Comments-Complaints-Policy-Draft-2026.pdf. If the Director has been involved in Step 1 this review will be carried out by another suitable member of the JTTSH Governance or JTMAT Strategic Teams.
- Appropriate action will be taken and a response in writing will be provided within 10 school working days. This will include:
    - A summary of the actions taken.
    - The conclusions
    - A recommendation to resolve the complaint (where appropriate).
    - Procedures for requesting a review of the outcome at Step 3.
    - Whether the response has been upheld, upheld in part, or rejected (Appendix C)

After consideration of the complaint by the Director, the matter is now concluded. If dissatisfied with the outcome, the complainant may consider taking the complaint to Step 3, and should advise JTTSH in writing of their intention to escalate the complaint within 30 school working days.

Step 3 – Escalation of a Formal Complaint

In the unlikely event that the complaint cannot be resolved to the satisfaction of the complainant then the complaint can be escalated to an Appropriate Body Review Panel.
As with previous Steps, the request to escalate should not be any later than 30 days after the outcome of Step 2. Again, the form at Appendix B should be used for this purpose and, along with any supporting evidence, submitted to Sarah Boyce, Director of Governance at John Taylor MAT (office@jtmat.co.uk).

- The complaint will be acknowledged in 3 school working days.
- Upon receipt of the complaint, the clerk to the JTMAT Strategic Board will convene an Appropriate Body Review Panel, made up of members from the strategic board

and another AB, to review the complaint to determine whether it is valid in whole or part.

- The panel hearing will take place within 10 school working days of receipt of the complaint.
- Procedures will follow those set out in paragraph 15 of JTMAT-Compliments-Comments-Complaints-Policy-Draft-2026.pdf.
- You will receive a written response from the panel, detailing its findings and recommendations, within 10 school days of the meeting date.

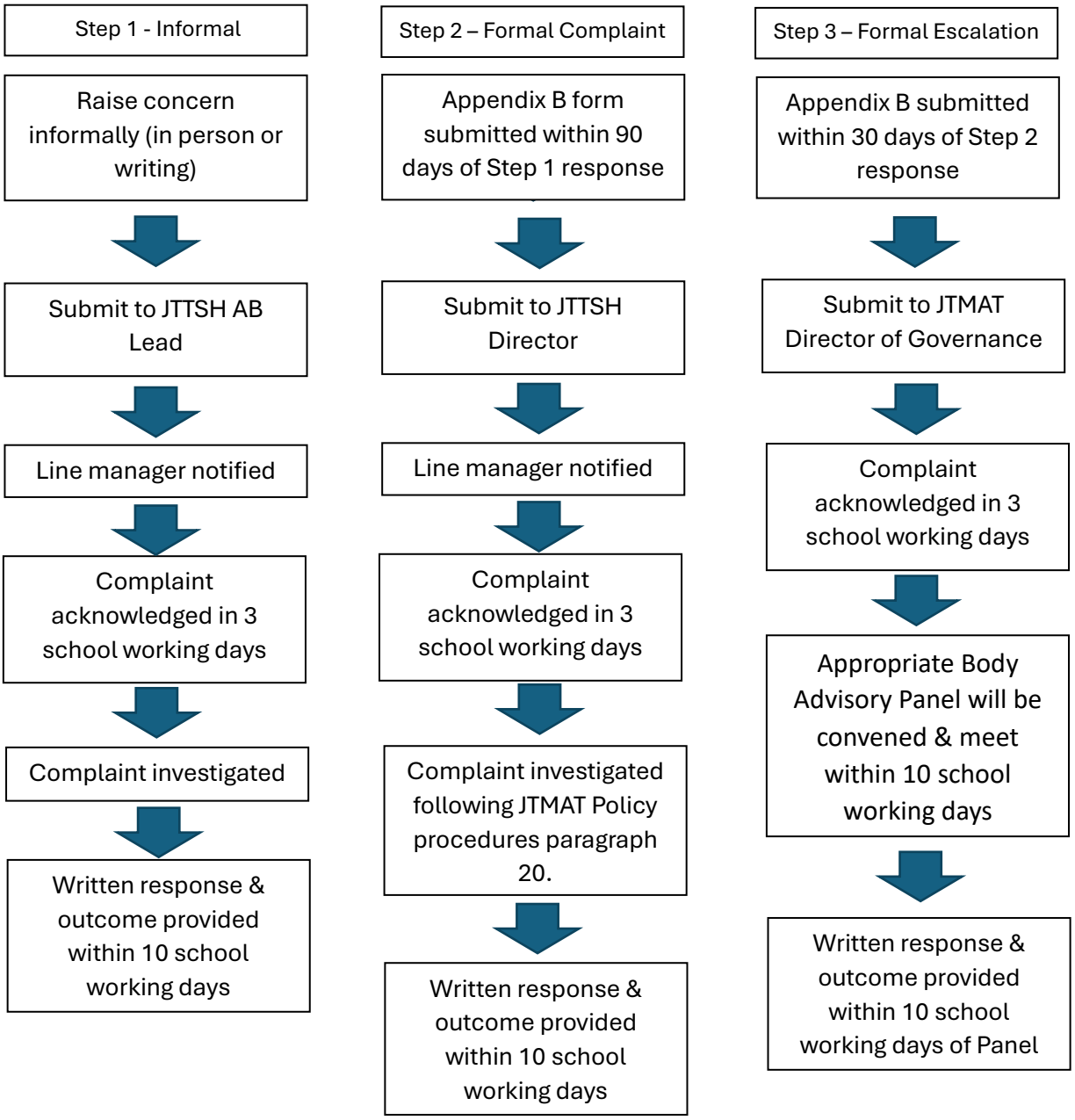
Procedural Review

If, following the conclusion of your complaint, you believe there was a procedural flaw in the way your complaint was handled, you may request a procedural review. The procedure for requesting and conducting this review are set out in paragraph 16 of the JTMAT-Compliments-Comments-Complaints-Policy-Draft-2026.pdf.

This is the final stage of the complaints process.

If the complainant remains dissatisfied with the outcome or procedures, after all steps within the Appropriate Body Complaints Procedure have been exhausted, the complainant may raise the matter directly with the Department for Education via their customer help panel.

Appendix A - Complaint Steps Flow Diagram



Appendix B – Formal Step 2 Complaint Form

Please complete this form and return it to the relevant person as stated in this document.
Please continue on a separate sheet if necessary.

Name	
Email	
School	
Telephone Number(s)	

1. Details of the complaint. Please provide specific and factual details of your complaints (Date/s of incident, Times, explanations and action taken by you and/or others at the time):

2. Details of any supporting evidence or copies of more information you are submitting to support your complaint.

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3. State what actions you feel might resolve the problem at this step – on the understanding that this may not be possible or reasonable for us to deliver them at this step.

Signed:		*Date:*	

Appendix C – Possible outcomes for a complainant

Possible outcomes for a complainant at this step may include:

A. There is insufficient evidence to reach a conclusion so the complaint cannot be upheld.
B. The complaint is not substantiated by the evidence.
C. The matter has been investigated fully and substantiated in part or in full and the appropriate action has been taken. Where appropriate, this action will be communicated to the complainant. Should the action include any formal process relating to staff regarding their conduct or capability, details will not be shared with the complainant. The Trust will protect the professional confidentiality of its employees regarding private employment matters, consistent with its legal obligations under their contract of employment.