



# Primary PPA Cover<sup>®</sup>

Raising attainment in primary schools

## Primary PPA Cover Complaints Policy and Procedure

### Policy Brief & Purpose:

Primary PPA Cover aims to provide high-quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are unhappy in any capacity with your provision, please refer to your SLA which provides clear instruction and a procedure that will be followed.

If you are unhappy with a member of staff from Head Office, please advise them directly if appropriate. If inappropriate then please raise this in writing to the staff member's superior (please see below)

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days

### Policy Elements:

You can raise a complaint for any of the following reasons:

- Unsatisfied with the staff member(s) placed within your school
- Unsatisfied with your Account Manager
- Unsatisfied with an action Primary PPA Cover has taken

This list is not exhaustive. However, clients should try to resolve less important issues informally before they resort to making a formal complaint.

The company is obliged to:

- Have a formal complaints procedure in place
- Communicate the procedure
- Investigate all complaints promptly
- Treat all clients who raise a complaint equally
- Preserve confidentiality at any stage of the process
- Resolve all complaints where possible

### Procedures:

#### Making a written complaint

If you are not satisfied with the response given or wish to raise the matter more formally, please write to your Account Manager if you are a school and Line Manager if you are a current, previous, or future employee.

All written complaints will be logged. You will receive a written acknowledgment within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

You are encouraged to talk to your Account Manager or main point of contact to resolve the issue informally. When this isn't possible, you should know how to file a complaint:

### **Unsatisfied with the staff member(s) placed within school relating to:**

#### **1.1 Time Management**

1. Communicate the issue informally with your designated Account Manager, who will discuss it with the Teaching and Learning Lead to try and resolve this issue.
2. If this is not resolved after communicating this and initial action has been taken, report this to your designated Account Manager and further action will be taken upon the staff member.

#### **1.2 Behaviour Management and Classroom Presence**

1. Communicate the issue informally with your designated Account Manager, who will discuss with the staff members line manager to try and resolve this issue with your staff member. An observation will be arranged for a member of head office to come into school and observe the staff member's lesson as part of the 3-week investigation process. Actions will then put in place following the observation to improve their behaviour management.
2. If this is not resolved and no improvement made, report to your designated Account Manager who will then discuss with the Teaching and Learning Lead to discuss further action that will be taken upon the staff member.

#### **1.3 Safeguarding**

1. Communicate the concern with your designated Account Manager who will pass this concern on to Primary PPA Cover's Designated Safeguarding Lead, Leah Moore. This concern will then be investigated by Primary PPA Cover's DSL alongside the person who has raised the concern. Once the full investigation process has been completed, the verdict will be discussed with the client and further action will be taken in relation to the result of the investigation.

### **Unsatisfied with your Account Manager:**

1. Communicate with your Account Manager directly where appropriate and try to resolve the issue informally with them. In this case, you will be advised to request an informal meeting with them in order to resolve your complaint as quickly as possible.
2. If not appropriate (e.g sexual harassment, violence, or bullying) you will need to raise your complaint with the next level of line manager, who will investigate the complaint.

**Unsatisfied with an action Primary PPA Cover has taken:**

1. Communicate your complaint informally with your designated Account Manager who will investigate your complaint and the action taken by Primary PPA Cover.
2. If you are not satisfied with the response from your designated Account Manager, please inform them of this and they will raise this complaint with their line manager who will investigate the complaint.