



ST PETER'S TRUST BOARD

Complaints and Investigations Policy

1. PURPOSE

- 1.1 St Peter's School Trust Board (**St Peter's Cambridge**), including members of the trust board, senior managers, line managers and workers, collectively aim to provide and support a complaint resolution process that is flexible and that resolves complaints promptly, efficiently, effectively, and fairly. Wherever possible, St Peter's Cambridge will work to resolve complaints using the most appropriate but the lowest level of resolution available in the circumstances.
- 1.2 This policy is in place to provide clarity and outline St Peter's. Cambridge's commitment to resolving any complaints or worker issues that may arise within the scope of the St Peter's Cambridge workplace.

2. SCOPE

- 2.1 This policy applies to all workers at St Peter's Cambridge. It applies to the St Peter's Cambridge workplace, which can include locations beyond the school's campus involving professional work situations; for example, during training, conferences, and work functions. It also applies outside of the workplace and outside work hours if the conduct in question occurs within the context of the employment relationship; for example, a worker's conduct in social media, email, text messaging or other means of communication.
- 2.2 This policy should be read alongside St Peter's other policies, including (where appropriate), its policies on anti-bullying, harassment and discrimination, and/or staff discipline and performance. In some cases, other policies will set out specific processes that need to be followed where a complaint or grievance is raised.

3. DEFINITIONS

3.1 Worker	Is an individual who carries out work in any capacity for St Peter's Cambridge, including work as: a) An employee; or b) A contractor or subcontractor; or c) An employee of a labour hire company who has been assigned to work in St Peter's Cambridge; or d) An outworker (including a homeworker) or e) An apprentice or a trainee; or f) A person gaining work experience or undertaking a work trial; or g) A volunteer worker; or h) A person of a prescribed class
3.2 Complaint	A complaint (or dispute) is a challenge over a specific set of facts where an assessment or investigation is required to determine what the facts are and to reach an outcome.
3.3 Manager (including line manager and Senior Management)	A Manager is anyone who has this word in their job title or job description, or otherwise is responsible for managing others in relation to the activities of St Peter's Cambridge. A member of "Senior Management" is the group of people in the Senior Leadership Team. A "line manager" is the person with direct managerial responsibility for a worker's role.
3.4 Misconduct (including serious misconduct)	Is conduct which is in breach of a worker's express and/or implied obligations under any applicable employment agreement, policies, codes of conduct, house rules, or statutes/laws. "Serious misconduct" is misconduct that also has the effect of undermining the St Peter's Cambridge's trust and confidence. If substantiated, serious misconduct may result in summary dismissal.

4. POLICY

- 4.1 St Peter's Cambridge will do the following in response to complaints and investigations. Senior Management and the Trust Board will abide by the following commitments:
- a) Treat all matters seriously and assess concerns promptly and impartially;
 - b) Ensure, to the extent practicable, that neither the person who complained nor the alleged are victimised
 - c) Appropriately support all parties involved;
 - d) Communicate the process and its outcome to the parties involved, to the extent appropriate in the circumstances;
 - e) Ensure confidentiality in line with legal obligations, principles of natural justice and the St Peter's Trust Board Privacy Policy;
 - f) Use the principles of natural justice;
 - g) Keep good documentation;
 - h) Value complaints and aim to use the lessons learned from complaints to inform and promote organisational improvements; and
 - i) Have specialist external advisors available to help where required.
- 4.2 Line Managers agree to:
- a) Be fair, independent, professional and accountable in handling complaints;
 - b) Be familiar with this Complaints and Investigation Policy and St Peter's Cambridge approach to complaints handling; and
 - c) Be aware of their roles and their responsibilities in respect of complaints.

5. REVIEW

- 5.1 This policy document shall be reviewed every three years, or when needed to consider internal procedure development.

Trust Board Chairperson Name: John Macaskill-Smith



Trust Board Chairperson Signature: _____ **Date:** 27 October 2021

Document History and Version Control					
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