

Service Complaints Procedure

About our Complaints Procedure

GTC Scotland is committed to providing a high quality service to each individual (**Service User**) who is engaging with GTC Scotland, in whatever capacity. In order to ensure that we continue to provide a high standard of service to all Service Users we welcome and encourage your feedback and take very seriously any complaints made about the standard of service we have provided to our Service Users.

If you wish to provide us with any feedback or are dissatisfied with any aspect of our service, we would like to hear about it. If you have a complaint about our service, we will take all the necessary steps, as set out in this procedure, to look further into your complaint, discuss the issue with you and do our best to put matters right.

What can a complaint be about?

This complaints procedure is only designed to manage certain matters arising from the service we have provided to a Service User. Any other matters, detailed further below, will be dealt with by an alternative procedure.

This complaints procedure is designed to deal with:

- the service you have received from us;
- the conduct of a specific member of our staff.

This complaints procedure is not designed to deal with:

- concerns about a registered teacher. If you have serious concerns about the conduct of that teacher, you can make a referral to our Regulation and Legal Services Team. **Making a referral about a teacher.**
- complaints you may have about the outcome of a Fitness to Teach investigation or registration attempt
- comments about Council policy.

If you wish to discuss any of the matters which are not included in the complaints procedure please contact regulation@gtcs.org.uk for fitness to teach matters or gtcs@gtcs.org.uk for all other matters.

Is there a time limit that applies to complaints?

We want to hear about your concerns as soon as possible and where possible within one month of the issue or incident that you are unhappy with. We do not consider or investigate a complaint which relates to matters which happened more than 3 months before the complaint is made.

Possible outcomes

At any stage of the complaints procedure, your complaints may have any, or all, of the following outcomes:

- an apology for any errors or failings that may have occurred;
- an explanation of the action taken by us, including an explanation of our policies and how they were applied in the particular circumstances; and/or

- anything we have learned from your feedback and our investigations into your complaint.

Our commitment to you

We want to deal with those who use our service professionally, with respect and in line with the high-quality service we seek to maintain.

Your responsibility

We also expect you to treat our staff and the service we provide with respect and courtesy.

Service users have the right to complain about GTCS. However, we may consider persistent or frivolous complaints to be unacceptable. Such complaints may have a negative impact on our ability to do our work and provide a service for you and others.

Persistent refusal to accept GTCS actions in relation to a complaint or refusal to accept the level or service that the organisation can provide may result in action being taken.

Our Unacceptable Behaviour and Actions Policy explains how we manage unacceptable behaviour against our staff. [Read the Unacceptable Behaviour and Actions Policy.](#)

Complaining about GTCS

Our aim is to make the process of reporting a complaint as easy as possible, and we have detailed the steps you should take for reporting a complaint, below.

How do I make a complaint?

Stage One

If you have already been dealing with a member of staff or department in GTC Scotland, you should start by contacting that person or department and raising your concern with them. If you do not know who to contact, email gtcs@gtcs.org.uk as they will be happy to help guide you to the most appropriate person to discuss your concern.

Often complaints can be resolved quickly and informally in this way. However, if the matter cannot be resolved, or if you are not satisfied with the response to your concern at this stage, you should proceed to Stage Two of this procedure.

Stage Two

Should you wish to continue your complaint further, you should complete our service complaints form, available at the foot of the page.

Your completed form will be passed to the GTC Scotland Executive Office at Clerwood House. The Executive Office will aim to acknowledge receipt of your completed form within three working days.

The Executive Office will process your service complaint form and this will be passed to the relevant member of the GTC Scotland Corporate Management Team (**CMT**), who will review your complaint and may investigate your complaint further. The relevant member of CMT dealing with the complaint may engage with the Service User throughout an investigation. Following consideration of your complaint, you will receive a response from the member of CMT, as detailed below.

If, however the appropriate member of the CMT is unable to review and investigate your complaint for any reason, he/she will be entitled to appoint another senior manager to do so. Following receipt of your service complaint form to the Executive Office, we will aim to provide

you with a full response within twenty working days. If this is not going to be possible, then we will write to let you know what is happening with your complaint and when you should expect to receive a full response.

What if I am not satisfied with the Stage Two Response?

If you are not satisfied with our response at Stage Two, you can request a review of your complaint by the Chief Executive. The Chief Executive may appoint a member of CMT, who is independent to the complaint raised, to assist in the review and investigation of the complaint. The GTC Scotland response at Stage Two will tell you how to do this. You must contact the Executive Office, who will pass your complaint to the Chief Executive, within 28 days of the GTC Scotland response at Stage Two being issued, otherwise your complaint may not be considered any further.

We will aim to acknowledge your request for a review within three working days of receiving it.

The Chief Executive will aim to respond in full within forty working days, giving details of what action has been taken and the results of his/her enquiries. If for some reason it is not possible to provide you with a full response within this timescale, he/she will let you know what is happening and when you may expect to receive a full response. On providing you with a full response at Stage 3 of this procedure, we will consider the matter closed.

If you remain dissatisfied with the response at this stage, any further correspondence that you send to us will be logged, but unless it raises new issues, we will not respond further on the points made and will consider your complaint closed.