

Raising a Concern or Making a Complaint

Leicester & Leicestershire Teaching School Hub (L&L TSH) is committed to carrying out its Appropriate Body (AB) functions fairly, consistently and in accordance with the statutory requirements for induction.

We encourage Early Career Teachers (ECTs), schools and others involved in statutory induction to raise concerns at the earliest opportunity so that they can be considered and, wherever possible, resolved promptly.

L&L TSH operates as part of The Mead Educational Trust (TMET). The TMET Complaints Procedure provides the overarching framework and investigation standards for complaints about the Teaching School Hub, including its work as an Appropriate Body.

The full **TMET Complaints Procedure** is available here [TMET-Complaints-Procedure-2025-2027-v12-1.pdf](#)

Because statutory induction involves responsibilities held by both the school/employer and the Appropriate Body, the appropriate route for dealing with a concern will depend on what the concern is about.

Raising concerns early

Many concerns can be resolved quickly through discussion and clarification without the need for a formal complaint.

Before raising a formal complaint, an ECT should therefore, where appropriate and reasonably possible, first raise their concern within their school.

Depending on the nature of the concern, this would normally mean discussing it with:

1. their mentor;
2. their induction tutor, particularly where the concern relates to the arrangements for statutory induction; and
3. where the matter remains unresolved, the headteacher/principal or another appropriate senior leader.

ECTs should explain their concern clearly, including what they believe has not happened as expected and what they feel would help to resolve the issue.

Schools should make reasonable attempts to address concerns relating to statutory induction promptly and ensure that the ECT understands any action that will be taken.

When an ECT can contact the Appropriate Body directly

We recognise that it will not always be appropriate or reasonably possible for an ECT to follow each of the steps above before contacting the Appropriate Body.

An ECT may contact L&L TSH directly where, for example:

- the concern relates to the person with whom they would ordinarily be expected to raise it;
- they have already raised the matter within school but consider that the statutory induction concern remains unresolved;
- they are unsure whether their statutory induction entitlements or requirements are being met;
- the nature or seriousness of the concern makes local resolution inappropriate; or
- they would like advice about whether an issue falls within the Appropriate Body's remit.

Contacting the Appropriate Body for advice or to raise a concern does not automatically mean that a formal complaint has been made.

Where appropriate, the L&L TSH Appropriate Body team may provide advice, clarify statutory induction requirements, or work with the ECT and school to help resolve the matter without commencing a formal complaints process.

Where the matter cannot be resolved informally, or its nature requires formal consideration, the appropriate route will be identified.

Which route applies?

It is important to distinguish between:

1. an employment or workplace concern;
2. a concern about a school's handling of statutory induction; and
3. a complaint about L&L TSH in its role as the Appropriate Body.

Different arrangements apply to each.

1. Employment or workplace concerns

The Appropriate Body is not the employer of an ECT and does not replace a school's employment, grievance, disciplinary or other internal procedures.

Where an ECT's concern is primarily an employment or workplace matter, it should normally be raised with their employer through the school's relevant procedure.

Examples may include concerns about:

- relationships with colleagues or line management;
- contractual or employment matters;
- general workload or working arrangements that are not specific to statutory induction;

- staff conduct or treatment in the workplace; or
- other matters that properly fall within the school's grievance or employment procedures.

Where appropriate, L&L TSH will advise an ECT that their concern should be pursued through their employer.

2. Concerns about a school's handling of statutory induction

A concern about the conduct of statutory induction is different from a general employment complaint.

As the Appropriate Body, L&L TSH has responsibilities for quality assuring statutory induction and ensuring that schools fulfil their statutory induction responsibilities.

An ECT may therefore raise a concern with L&L TSH where it relates specifically to the school's handling of their statutory induction.

This could include concerns that:

- statutory induction entitlements have not been provided;
- appropriate induction arrangements have not been put in place;
- progress reviews or formal assessments have not been completed or conducted appropriately;
- appropriate support has not been provided where concerns about progress have been identified;
- the ECT has not been appropriately informed about their progress or assessment;
- statutory induction processes or requirements have not been followed; or
- other aspects of the school's statutory induction responsibilities may not have been fulfilled.

The purpose of the AB's involvement is to establish whether the concern engages its statutory induction functions and, where it does, to take appropriate action within those functions. It does not mean that L&L TSH assumes responsibility for resolving an associated employment dispute.

Where a concern contains both an employment matter and a statutory induction matter, the two elements may need to be considered through separate processes. The school may consider the employment aspects through its own procedures while L&L TSH considers those aspects that relate to statutory induction.

L&L TSH will explain which matters fall within the Appropriate Body's remit and, where appropriate, which matters should be pursued through another procedure.

3. Complaints about L&L TSH as the Appropriate Body

An ECT, school or other party may make a formal complaint about the way in which L&L TSH has exercised its Appropriate Body functions.

For complaints specifically about L&L TSH in its capacity as an Appropriate Body, the two-stage process below constitutes the complaints process that will apply.

This process operates within the overarching principles and investigation standards of the TMET Complaints Procedure but replaces the standard escalation stages of that procedure for complaints about the Appropriate Body.

The process is:

Stage 1 – Formal Investigation → Stage 2 – Review → DfE, where appropriate

A complaint about L&L TSH as an Appropriate Body will therefore not ordinarily proceed to the Complaint Panel stage contained within the general TMET Complaints Procedure.

Stage 1 – Formal investigation

A formal complaint about L&L TSH in its capacity as the Appropriate Body should be submitted to:

Trust Complaints Team: info@tmet.uk, 0116 2143148 TMET, The Mead Centre, 343 Gipsy Lane, Leicester LE4 9DD

Receipt of the complaint will normally be acknowledged within 5 school days.

An appropriate person will be appointed to consider and, where necessary, investigate the matters raised. Wherever practicable, that person will not have been directly responsible for the matter that is the subject of the complaint.

The investigation will follow the relevant investigation principles set out within the TMET Complaints Procedure.

L&L TSH will normally provide a written response within 10 school days of receipt of the formal complaint.

Where the nature or complexity of the complaint means that this timescale cannot reasonably be met, the complainant will be informed of the reason for the delay and provided with a revised response date.

The written response will set out:

- a summary of the complaint;
- the process followed to investigate it;
- the information and evidence considered;

- any information or evidence disregarded in reaching the conclusions, with reasons where relevant;
- the findings and reasons for the outcome;
- any actions or recommendations arising from the investigation; and
- how and within what timescale the complainant may request a Stage 2 review.

Where confidentiality or data protection requirements prevent particular information from being disclosed, this will be explained where appropriate.

Stage 2 – Review

If the complainant remains dissatisfied with the Stage 1 outcome, they may request a review.

A request for review should normally be made within 10 school days of the Stage 1 response and should explain why the complainant remains dissatisfied.

Receipt of the request will normally be acknowledged within 5 school days.

The review will be undertaken by an appropriately senior person who has not previously been directly involved in determining the complaint.

The purpose of the review is to consider whether:

- the complaint was investigated fairly and appropriately;
- relevant information and evidence were properly considered;
- the conclusions reached were reasonable in light of the information available;
- L&L TSH appropriately discharged its responsibilities and exercised its Appropriate Body functions; and
- the complaints process was followed appropriately.

The reviewer may uphold the Stage 1 outcome, reach a different conclusion, or identify further investigation or action that is required.

A written Stage 2 outcome will normally be provided within 20 school days of receipt of the request for review.

Where this timescale cannot reasonably be met, the complainant will be informed of the reason for the delay and provided with a revised response date.

The response will explain the outcome of the review and the reasons for the decision.

Completion of Stage 2 represents the end of L&L TSH's internal complaints process for complaints about its Appropriate Body functions.

School visits as part of an investigation

Where investigating a complaint relating to statutory induction requires the Appropriate Body to visit the school, L&L TSH will make reasonable attempts to ensure that the complainant is made aware of the visit.

The complainant will be given the opportunity, where appropriate, to be present or to speak individually with the person investigating the complaint.

Keeping complainants informed

Throughout the formal complaints process, L&L TSH will keep the complainant appropriately informed about progress.

Where a response cannot be provided within the published timescale, the complainant will be informed and provided with a revised response date.

At the conclusion of each stage, the complainant will be informed of the next steps available to them.

Following completion of the AB complaints process

Where a complainant has completed Stage 2, they have exhausted L&L TSH's internal complaints process for complaints about its Appropriate Body functions.

The complainant may then raise the matter directly with the Department for Education (DfE).

The DfE's role in relation to Appropriate Body complaints is limited to determining whether grounds exist for it to intervene where an Appropriate Body has:

- unreasonably exercised its statutory functions; or
- failed to discharge a statutory duty.

The DfE cannot substitute its own decision for that of the Appropriate Body.

The DfE may ask L&L TSH to explain the processes it has followed in relation to the complaint in order to consider whether its systems and processes comply with relevant regulatory requirements, including those contained within statutory guidance. It may also make recommendations relating to good practice and expectations contained within DfE guidance.

Complaints are different from statutory induction appeals

The complaints process is separate from the statutory induction appeals process.

An ECT has a separate statutory right of appeal where, on completion of induction, the Appropriate Body decides that the ECT has failed to meet the Teachers' Standards satisfactorily.

Further information about statutory induction appeals can be found in [Induction appeals procedure - GOV.UK](#)

Not sure which route applies?

We recognise that the distinction between an employment concern, a concern about the school's handling of statutory induction and a complaint about the Appropriate Body may not always be immediately clear.

ECTs and schools are encouraged to contact the L&L TSH Appropriate Body team at tshub@leltsh-tmet.uk or 0116 2689727 for advice.

We will consider the nature of the issue raised and explain:

- whether it falls within the Appropriate Body's remit;
- whether action is required by L&L TSH as the Appropriate Body;
- whether the matter should instead be considered through the employer's procedures; or
- whether different elements of the concern need to be considered through separate processes.

Seeking advice from the Appropriate Body does not, in itself, initiate a formal complaint.