

## Bournemouth Bay TTP Complaints Policy

Review by policy owners:	Verity Burgess, SCITT Director, December 2023
Ratified by SAB:	January 2024
Review date:	January 2027

This policy reflects the legislation at the time that it was last reviewed. Any changes in legislation will take precedence over anything printed in this policy.

## Complaints Procedures

Complaints made to Bournemouth Bay Teacher Training Partnership are under the auspices of Twynham Learning. Please follow this [link](#) to the Twynham Learning complaints policy. Our complaints procedures cover three stages:

### Stage 1

Informal complaint is made to the Director of SCITT, Verity Burgess. Or if the complaint is about the Director of SCITT, the complaint goes to Darren Barton, deputy CEO of Twynham Learning.

### Stage 2

If the complaint is not satisfactorily resolved, it is heard by our Twynham Learning trust officers as set out in Twynham Learning's complaint's policy.

### Stage 3

If the complaint is still not resolved, then it will be moved to a panel hearing.