

TSH Berkshire Concerns and Complaints Procedure

TSH Berkshire is committed to providing an effective and professional service to schools who engage with our offer. We welcome constructive feedback and endeavour to act on it wherever possible.

We aim to deal with any concerns fairly and openly. If you have a concern about any aspect of our service, please contact Janet Roberts, Teaching School Hub Director in the first instance via email (janetroberts@lgs.slough.sch.uk).

In the event that you have a concern about the hub director, please contact David Harding, headteacher of Langley Grammar School (davidharding@lgs.slough.sch.uk).

If you have raised your concerns but you are not satisfied with the response, you may make a formal complaint. Complaints will be dealt with in accordance with the policy of Langley Grammar School, as the designated hub lead school. This policy can be found on the school website [here](#).

Concerns that fall outside of this process:

- A concern about the Lead Provider's programme. The Lead Provider is UCL and their complaints procedure can be found on the relevant section of the Extend platform for each programme.
- A concern about an NPQ assessment outcome. Please follow the process outlined by UCL.
- A concern raised by a teacher about the outcome of an internal disciplinary process.
- A concern raised by an ECT, Mentor, Induction Tutor, or NPQ participant that relates to their own school's policies and procedures.
- An appeal regarding the outcome of statutory induction.

Most concerns can be dealt with without resorting to a formal procedure. We would encourage colleague to raise any concerns in the first instance with the appropriate person at their school, or the Director of the Teaching School Hub.

Please contact us if you require further information.