

CAREER TEACHERS

CAREER TEACHERS Complaints and Allegations against Supply Staff Policy

A. Complaints/Allegations Made Against Candidates

- Minor complaints will be brought to the attention of the candidate by their consultant who will discuss the misdemeanor and give warnings where necessary. This will be documented on their ProNet record. Candidates will be told that if they repeat this behaviour or any further complaints are received, this will result in further warnings and ultimately could lead to the removal from Career Teachers register.
- Examples of minor complaints include the following:
 - Failing to follow lesson plans (if left)
 - Failing to leave a handover report, detailing overview of the day
 - Lateness
 - Failing to tidy classroom
 - Unsuitable attire
 - No back up plans in place
 - Failure to mark work
- Complaints/allegations of a more serious nature, which are in breach of Career Teachers' Terms of Engagement, are dealt with by the Career Teachers Director and Safeguarding Manager in collaboration with the Career Teachers consultant, school and any other relevant authorities.
- Examples of serious complaints/allegations include:
 - Inappropriate contact with a pupil(s) or colleagues
 - Inappropriate behaviour towards a pupil(s) or colleagues
 - Drunkenness
 - Drug abuse
 - Theft

B. Procedures for serious complaints or allegations of professional misconduct;

- Where a serious complaint or allegation is made against a candidate, the relevant consultant must ensure full written details are made regarding the nature of the allegation and the time the complaint was made. The school should provide written statements (if not already taken) from witness pupils and other staff. The consultant will discuss with the school their initial course of action and what they require from Career Teachers in order to pursue the investigation.
- Career Teachers Director/Safeguarding Manager must be informed immediately of all serious allegations made against candidates.
- The candidate should be informed by Career Teachers that an allegation has been made against them and that the matter is under investigation. The candidate must be asked to provide a written statement of their conduct during the relevant lesson/time period. Details of the allegation will only be discussed with the candidate when the school has given permission to do so. If the matter is of a highly serious nature the candidate will be notified by the Police directly.
- The candidate must be removed from the placement immediately subject to the outcome of the investigation. Dependent on circumstances, a candidate may be suspended from the Career Teachers register whilst investigation takes place. The candidate will be informed of this verbally and in writing.

CAREER TEACHERS

- Where a safeguarding/child protection allegation has been made against a candidate, the Police and Local Authority Designated Officer (LADO) will be responsible for the investigation. The onus on Career Teachers is to provide the following:
 - Copies of the candidate's application and supporting documents including; C.V, relevant police checks and references.
 - Copies of any relevant statements relating to allegation.
 - Details of work history whilst employed by Career Teachers.
 - Details of general conduct any previous complaints where relevant.
 - Representation at formal hearings.
- The candidate should only be informed of the nature of the allegation if there is no way in which the investigation could be prejudiced or evidence lost. This is determined by communication with the school and relevant authorities.
- It is the responsibility of the Police and LADO to keep the both the Head Teacher and Career Teachers informed.
- Confidentiality is maintained on a need to know basis.
- Career Teachers will keep the candidate informed as appropriate to the progression of the case as required.
- Career Teachers will not make any direct judgments on the candidate's ability to continue working in schools and will only allow a candidate's suspension to be removed once notified by the police and LADO.
- As the allegation took place whilst the candidate was working for Career Teachers, Career Teachers will make written referrals to the DBS as required.

C. Career Teachers Internal Investigation Procedures

- Where appropriate, and with the school's consent, Career Teachers will undertake an internal investigation in to the allegation/complaint. This course of action is employed when the allegation/complaint is not serious enough to be dealt with by the LADO or the Police but where the school and Career Teachers are concerned about a candidate's professional conduct.
- An internal investigation will only take place once all procedures for serious complaints or allegations of professional misconduct have been completed.
- Career Teachers will build up a profile of the candidate based on their original clearance checks, references and feedback from schools since working for Career Teachers in order to assess the nature of the incident (i.e. a misjudgment or a failure in practice).
- The candidate will be required to attend a face-to-face practice review meeting at the Career Teachers London office with the Safeguarding Manager. During this meeting the alleged will be given the opportunity to put forward their version of events.
- The incident will be discussed in detail so the Safeguarding Manager can ascertain the candidates' stance on the incident and make a decision on their ability to continue working for Career Teachers.
- Where a genuine misjudgment in professional practice has been made AND the candidate has a

CAREER TEACHERS

previous unblemished record, Career Teachers will require the candidate to resign the Terms of Engagement outlining the standard expectations of all Career Teachers candidates. Additional training will be given where required. If this is stated as a stipulation to a candidate returning to work for Career Teachers in schools, this training must be completed before any placement will be given.

- All candidates returning to work in school for Career Teachers after a practice review meeting are closely monitored on returning and relevant notes are kept on their ProNet record.
- If Career Teachers are still concerned about a candidate's ability to return to school after their practice review meeting, this will be referred to the director. If a candidate is removed from the Career Teachers register, the relevant authorities will be informed – Teaching Regulation Agency and the Disclosure and Barring Service.
- Relevant schools will be informed of the progress and outcomes of this investigation.

D. Removal from Career Teachers' Register

- Where there is constant repetition of minor misdemeanours and complaints are continually being made (in either one or several schools) the consultant will take action and make a decision to remove the candidate from Career Teachers' Register.
- For matters defined as professional incompetence serious misconduct which have been the subject of an investigation and which have been proven to the satisfaction of the Director of Career Teachers, a candidate will be immediately removed from the Career Teachers Register as outlined in the Candidate Agreement. Relevant authorities will be notified immediately (see section G).

E. Referrals

- Where a candidate has been removed or they have resigned in circumstances where he or she would have been dismissed or considered for dismissal from the Career Teachers register for professional incompetence or serious misconduct OR resigns before a disciplinary process is completed, but may have been dismissed at the outcome of the process, the Safeguarding Manager will promptly notify the relevant authorities in accordance with DfE guidance i.e. the DfE Teaching Regulation Agency and the Disclosure and Barring Service.
- Where a criminal act has been committed the Safeguarding Manager will inform the Police and other relevant authorities.
- In cases which involve child protection issues, the Safeguarding Manager will inform the DfE Teaching Regulation Agency and the Disclosure and Barring Service using appropriate referral procedures. This may result in the candidate being barred or restrictions placed on them working with young people or children.

F. Complaints from Candidates in Regard to Placements

- Consultants will encourage candidates to speak openly regarding their experience at schools in which they have been placed. Candidate comments will be treated in confidence unless it is agreed with the candidate to broach the matter with the school.
- The consultant will act on behalf of the candidate to help resolve any issues causing difficulty for them.
- Complaints of a serious nature regarding the behaviour of the school staff will be communicated to the Head teacher and/or the relevant governing body. For example:
 - Inappropriate behaviour towards pupils
 - Racial or sexual harassment

CAREER TEACHERS

- Health and safety issues

G. Child Protection

The protection of children from abuse and neglect is paramount. In the interests of child protection, Career Teachers follows guidance outlined in the DfES *Circular 10/95: Protecting Children from Abuse, The Protection of Children Act 1999* and the child protection provisions of *The Criminal Justice and Court Services Act 2000*, section 142 of the Education Act 2002 and the Education (Prohibition from teaching or Working with children) Regulations 2003 and keeping children safe in school.

- Career Teachers complies with the REC Code of Conduct in best recruitment practice, as well as the provisions of the 1973 Employment Agencies Act and Regulations. Therefore, in supplying agency staff to schools Career Teachers will take all reasonable steps to ensure that its candidates are suitable to work with children.
- It is recommended that candidates do not touch a child, although legislation does not make it illegal for them to do so. Career Teachers' Code of Conduct clearly states this.
- All registered teachers will be informed of government guidelines regarding physical contact with pupils. This is also outlined in the Career Teachers' Guide to Good Practice, which all Career Teachers candidate must abide by.
- Candidates have a duty to ensure that the children in their care are healthy and safe on school premises and during teacher-led activities off site, known in common law as acting '*in loco parentis*'. If a candidate is in any doubt as to the safety of an activity it is expected that they will seek appropriate guidance from both the school management and a Career Teachers representative.

H. Unsuitable Workers

In cases where information is received which indicates that a candidate may be unsuitable for the position with a school for which the candidate is being supplied, but where the information does not give us reasonable grounds to believe the candidate is unsuitable we will:

- a) Inform the school of the information
- b) Make further enquiries and inform the school of any further information obtained

Where the result of the enquiries has led us to believe that the candidate is unsuitable for the role, we will:

- a) Inform the school of the information without delay
- b) End the supply work of that candidate to that school

I. Complaints against Career Teachers

- If a complaint were to be made against Career Teachers by either a candidate or a school then the matter would be referred to Career Teachers Operations Director who would decide which course of action would be most appropriate to follow according to the Career Teachers' grievance policy (below).
- To ensure the complainant is kept informed at all stages of the process reports are issued either verbally or in writing. Support is given to both parties until a satisfactory conclusion is reached. If either party is unsatisfied with the outcome then the matter can be referred on to REC.

J. AWR Related Complaints

Career Teachers will work to ensure that all practice adheres to the Agency Worker Regulations and that Equal Treatment is provided on completion of the 12 week qualifying period by an Agency Worker. In the light of any disputes, Career Teachers will work to resolve these verbally by talking with the Agency Worker and the Hirer at the earliest opportunity to minimize stress and time involved for all parties. Where a dispute cannot be settled verbally;

CAREER TEACHERS

- An Agency Worker who completes the qualifying period of 12 weeks may then make a written request to Career Teachers for written statement about any aspect of equal treatment they do not believe they were receiving.
- Career Teachers will provide details of the relevant information relating to basic working and employment conditions e.g. rate of pay, holiday as set out in requested terms and conditions from the hirer. This may include any relevant information or factors that were considered when determining the basic working and employment conditions, e.g. pay scale and where Equal Treatment is based on a comparable employee, the information that describes the terms and conditions applicable to that employee, explaining any difference in treatment relating to levels of skill, experience and expertise. Career Teachers will provide this information within 28 days of the receipt of the request by the Agency Worker.

The details of the Career Teachers Designated Safeguarding Lead can be found below:

Niki Dunn
Head of Compliance and Safeguarding
niki.dunn@careerteachers.co.uk
07741 296731