

E- Safety Incident Procedure (for SCITT, SD Fee Paying and SD Salaried trainees on the Teach SouthEast programme)

Reports of a trainee failing to meet the terms of the e-safety policy:

Any e-safety incidents will be referred to the e-safety Co-ordinator and/or Teach SouthEast Director.

E-safety Co-ordinator/ Teach SouthEast Director to complete an 'e-safety Incident Form'

Depending on the circumstances, this could then lead to initiation of the 'Cause for Concern procedure', and will be recorded on the incident form and cause for concern documentation.

Teach SouthEast Trainee reporting an e-safety incident against them:

The trainee should follow the *Teach SouthEast Complaints procedure*.

Wherever possible complaints should be raised immediately with the member of staff responsible, with the aim of resolving the problem directly and informally:

Additionally you can approach your mentor, SCITT lead or a member of the training team if this is appropriate

Level 1 will generally be an oral process and a written record will not be made. If you remain dissatisfied with the response to your complaint at Level 1 you should use Level 2 of the process.

Where it has not been possible to resolve matters at Level 1 you should write to the Director of Teach SouthEast. In order for your complaint to be properly investigated it is essential that you are specific about the cause and nature of your complaint. You should present full details and include all relevant documentation. You should detail what attempts you have already made to resolve the complaint, and state what outcome and remedy you are seeking.

Formal (Level 2) complaints should be lodged within three months of the conclusion of the informal (Level 1) phase. Complaints received later than this will not normally be considered. You should expect to receive an acknowledgement of the receipt of your complaint within five working days.

Your complaint, and all relevant documentation, will be reviewed by the Director of Teach SouthEast.

You will be informed in writing of the outcome of your complaint. It is our aim to resolve most complaints at Level 2 within 28 days. You will be informed if, for any reason, there is likely to be any delay in the process.

