



THE PEGASUS SCHOLARSHIP TRUST

Pegasus Scholarship Trust Complaints Policy

The Pegasus Scholarship Trust is committed to providing a programme of international placements which offers a professional service and provides a high-quality experience. In instances where it is felt this is not the case, individuals are encouraged to bring this to the attention to the Trust so that we can learn from those situations and continually improve. This policy outlines the steps that individuals can take to raise such matters with the Trust.

Scope

This policy is for those interacting with the Pegasus Scholarship Scheme, including placement providers, Pegasus Scholars and applicants applying to the scheme. The policy is intended to deal with concerns related to any of the following:

- Pegasus Scholarships Application Process
- Delivery of the Pegasus Scholarship placements

Any concern or complaint will be treated as being raised in good faith, if supported by narrative and/or evidence of the allegation. The Trust is committed to ensuring that no one who raises a concern or complaint in good faith should be subjected to any detriment as a result. Any victimisation of a complainant, witness or anyone else involved in the investigation of a complaint will be viewed as a disciplinary matter.

We ask that individuals engage with the Trust in a constructive manner to help us to understand the concerns raised and investigate the complaint effectively. Our staff have the right to work in a safe environment and should not have to tolerate abusive language or behaviour.

The Trust reserves the right *not* to investigate any complaint considered to be vexatious, nor to deal with repeated subject access requests.

If an individual wishes to appeal against a decision made as part of the Pegasus Scholarship Scheme application process, they should follow the Pegasus Trust Appeals Policy.

The Pegasus Scholarship Trust is a pan-Inn organisation, administered by staff at the Inner Temple. Where there is a concern about the conduct of an individual staff or member of the Trust, the complaint should instead be directed through the complaints policy of the Inn at which that individual works or is a member of.

The Complaints policies of each Inn can be found below:

- [Inner Temple](#)
- [Gray's Inn](#)
- [Lincoln's Inn](#)
- [Middle Temple](#)

Raising a Concern or a Complaint – Initial Stage

In many cases a concern or complaint can be dealt with quickly and informally at an initial stage. In the first instance, individuals are encouraged to raise their concern with the relevant staff member or the Director of Education of the Inner Temple whose contact details can be found [here](#):

The staff member responding to the concern at this stage will:

- respond promptly;
- listen to and – as appropriate - discuss the person's concerns;



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- explain the Trust's formal complaints procedure and where this should be applied vs policies of individual Inns
- discuss what outcome the person raising the concern would like to achieve;
- agree a way forward that the person raising the complaint is happy with, in so far as possible;
- communicate with those involved in delivering the aspect of the programme which is the subject of the complaint, ensuring they are aware of the concerns raised and work to resolve the issue raised
- ensure the person raising the complaint informed of the outcome of any action taken;
- respect the confidentiality of the person raising the complaint so far as possible. However, those raising issues should be aware that the Trust has a duty of care and in the most serious cases it may not be possible to take no action.

Resolution at this initial stage could take the form of:

- an apology;
- adapt the placement, which may include adjusting the timings of a placement or covering any additional costs incurred as a result of issue that has led to the complaint
- making a change to a policy, process or procedure related to the delivery of the Pegasus Trust Scholarships
- a decision that no action shall be taken.

This initial stage should take no more than 14 days, although resolution actions may take longer to complete.

Confidential records will be kept of all initial contacts made, and will include the nature of the concern raised, the steps taken to resolve issues, and whether it progressed to a formal complaint. These records will be kept within the Inner Temple and be held in accordance with Inner Temple data retention policy. Anonymised records may be used by the Trust to inform relevant committees and members of any patterns and to inform more general messaging to members and improve training for members.

At any point during the initial stage the individual raising a concern can choose to make a formal complaint, including immediately upon making initial contact.

Making a Formal Complaint

Formal complaints should be submitted in writing by letter or email and will only be considered as "formal complaints" if stipulated as such in the written complaint. The individual who has raised the formal complaint will at the request of the Trust provide any further information necessary to assist the Trust in investigating and responding to the complaint. The outcome of the complaint investigation will be communicated to the complainant in writing by letter or email.

A formal complaint in relation to the above should be submitted to the Director of Education at the Inner Temple who will share the complaint with the Chair of the Pegasus Council. The Trust will aim to investigate and resolve the formal complaint within 28 days of it being received. This period may be extended if there are good reasons for delay. The Chair of the Pegasus Council's decision is final.