

Procedure for Hearing Complaints by the Complaints Committee of the Governing Body

The committee of the governing body should have at least 3 people who have not been directly involved in the matters detailed in the complaint. There should be at least 1 person who is independent of the management and running of the school.

Order of Proceedings.

1. Introduction by the Chair of the Committee and a reminder to all present of:
 - a) the Complaints Procedure under which the panel meeting has been called;
 - b) the manner in which the meeting will be conducted
 - c) the degree of confidentiality;
2. Presentation by the complainant (**who may be accompanied by another person if they wish**), including evidence
3. Questions by the governors and the head teacher on the evidence.
4. Presentation by the head teacher to the committee to explain the school's actions.
5. Opportunity for the complainant to make a final statement and/or sum up their complaint.
6. Opportunity for the head teacher to make a final statement and/or sum up the school's actions and response to the complaint.
7. Withdrawal by the complainant whilst the committee considers the matter.
8. Consideration of the matter by the committee.

In the event that further information is needed from any of the persons who have left the meeting then all such persons should return to the meeting when such information is obtained. An opportunity should be given to each party to question or comment upon this additional information.
9. If there is no clear view about the facts presented by both parties, i.e. they are disputed, the governors should decide on the balance of probability what version of the facts they accept.
10. If any new facts emerge during either presentation, the governing body should decide whether further investigation is required and, if so, adjourn the hearing and reconvene when the investigation is completed.
11. Before reaching a decision the governors should consider:
 - a) all the information presented by both parties;
 - b) any mitigating circumstances; and
 - c) any decision must be reasonable and fair.
12. Confirmation of the decision of the committee should be sent in writing to all parties concerned

Complaint form to the Governing Body

Please complete and return to the Chair of Governors who will acknowledge receipt and arrange a meeting of the Complaints Committee.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date

Complaint form

Please complete and return to the Head Teacher in the first instance, who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

(Should you not be satisfied with the outcome of the Head Teacher's investigation, you will be asked to submit a revised copy of this form to the

Chair of the Governing Body