

# High Bank Junior, Infant and Nursery School.

Governing Body Committee/Panel Terms of Reference

## ***Terms of Reference - Complaints Panel***

### **Name of Committee / Panel**

Complaints Panel

### **Purpose**

To deal with complaints against the school that cannot be resolved by the Head Teacher or are concerning the Head Teacher.

### **Membership**

It is important that the members of this panel are not 'tainted' in any way by close involvement with the complainant or with the matter as originally dealt with by the school. For this reason, it may be better to have a number of governors who may be called on for the Complaints Panel, rather than to attempt to use the same membership to deal with all complaints. It may also be best for the chair of governors not to be on this panel as (s)he is often the person who may be involved in early discussions with the complainant either before or after the formal complaint is made.

**A school's process for appointing an independent person should be outlined in its complaint's procedure.**

### **Quorum**

Three, and cannot include the Head Teacher, who is likely to be called to provide information to the committee/panel.

### Terms of Reference

1. To review the Head Teacher's decision where a complainant is dissatisfied.
2. To investigate a complaint against a Head Teacher
3. To allow the complainant to present his/her case personally.
4. To allow the complainant to be accompanied by a friend.
5. At the committee/panel's discretion, to allow a pupil to be heard.
6. Following a tribunal format, the complainant and the Head Teacher will normally only be heard in each other's presence, unless this would be deemed to be inappropriate due to the specific details of the situation.

***Key Document - Governors should refer to their Schools Complaints Policy & Procedures***