



Terms of Reference – Complaints Panel

Name of Committee	Governors' Complaints Panel
Membership/ Quorum	Normally 3 named non staff members of the governing body (to be drawn from the whole governing body and asked in turn). The nominated governors will need to be able to confirm that they are not tainted in respect of the case under determination.
Delegated Power	To review complaints under stage 4 of the complaints policy, having already been addressed by the Executive Headteacher and chair of governors.
Purpose	To ensure all parties feel their concerns have been listened to in an open minded and non-judgemental forum. Governor's powers are limited and in some circumstance it may not be able for the original outcome to be reconsidered, only reviewed. The chair should consider whether legal or other advice should be sought from HCC.
Chair	The members must appoint a member of the committee to chair proceedings. The chair must be a member of the governing body and cannot be the Executive Headteacher or a member of staff employed to work at the school.
Meetings	As required under the complaints policy.
Reporting	The panel will write to the complainant having decided the course of action. The minutes of the meeting containing a summary of the case are available to the complainant and the subject of the complaint on request. Signed copies of the minutes should be held with the GB's confidential paperwork.
Rights of attendance	Complainants have the right to be accompanied by a partner and/or a friend or representative as a supporter. The Headteacher and chair of governors have the right to be accompanied by a member of staff as a supporter.
Clerk/ minutes	The governing body or chair of the committee should appoint a clerk to take notes of the proceedings. The clerk cannot be a member of the governing body, or the Executive Headteacher or a member of the committee. The clerk to the committee shall keep notes of the proceedings of the hearing. Once the notes have been agreed they will be signed by the chair of the committee at the earliest possible opportunity and retained on file in the usual way. These notes are confidential and excluded from the usual rules concerning publication of governing body proceedings as they relate to a named member of the school's staff.
Approved at FGB	12/9/16
Date of Next Review	Autumn 2017