

## Governor Complaints Committee – Terms of Reference

### 1. Minimum membership

Three governors of which a chair is elected.

### 2. Terms of Reference and Delegated powers

- to agree the complaints procedures
- to hear appeals
- to make recommendations to resolve complaints
- to make recommendations to prevent further similar complaints.

### 3. The remit of the committee could be;

- Dismiss the complaint in whole or part
- Uphold the complaint in whole or part
- Recommend action to resolve the complaint

### 4. Aim

The aim should be to resolve the complaint and achieve reconciliation between the complainant and the school.

### 5. Clerk

The committee should be clerked. The clerk will set dates times and venue for the meeting collate information and send it to all parties, record decisions and notify the outcome to participants.

### 6. Complainant Support

They should have the option to have someone to support them during the process. If the complainant requests to have a legal representative the hearing should be postponed to allow the school to take advice or to request legal support also.

### 7. Committee Support

The committee may also wish to have support in this event. The school may decide that legal representation is not appropriate in such a hearing and would take advice as to an alternative way forward if a complainant is insistent that they wish to be so represented. In any event the nominated support for the complainant is there for that purpose and not to take part in the process.

### 8. TIMETABLE

- 10 working days to lodge an appeal to governors from the date of the definitive initial response to the complaint via the complaints officer.

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- Acknowledge the receipt of the written appeal within 5 working days and forward the details of the complaint and appeal to the chair of governors
- The meeting should be convened within 15 working days or on a date agreed with the complainant.
- The complainant should receive the decision of the complaints committee in writing within 5 working days.
- The complainant and the school should be required to forward to the clerk all relevant information and notification of any witnesses they may wish to call 5 days in advance of the hearing date.

### 9. PROCESS.

- Chair introduces the committee and all participants and sets out the process and principles guiding the hearing.
- Complainant presents their complaint (information previously provided or relevant witnesses)
- Opportunity for the school to respond to information presented and ask questions of the witnesses.
- Opportunity for the committee to do so also.
- School presents their response to the complaint and any actions taken including relevant witnesses if necessary.
- Complainant has the opportunity to respond and ask questions of witnesses or to query information provided.
- Opportunity for the committee to do so also.
- Complainant to make summary statement if they wish.
- School to make summary statement if they wish
- Opportunity for the committee to put any further questions or re-visit any element of the information provided.
- Committee withdraws with an undertaking to provide a written decision within the specified timescale.