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| **ST ANDREW’S METHODIST PRIMARY SCHOOL****Terms of reference of the Complaints Panel** |
| **Membership** | * 4 members of the committee one of whom will act as chair.

The following governors should not be members of this committee:* + The chair of the governing body,
	+ The headteacher;
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| **Chair** | To be appointed by the committeeThe governing body can remove the chair at any time.  |
| **Quorum** | * 3 governors.

When finalising the membership of a particular panel the following should be considered:* + Any governor with previous knowledge of the case, or who knows the complainant well should not be a member of the panel.
	+ The 3 governors should come from different categories of governors where possible and there should not be more than one staff governor on any panel.
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| **Meetings** | * As required under the school’s complaints policy.
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| **Complaint Panel Procedures** | * A clerk to the panel should be appointed once a complaint has reached the stage, under the school’s complaints policy, where it has to be heard by the Complaints Panel. (Salford Governor Services will act as Clerk to the committee for schools who have bought into options A & B of the Governor Services Service Level Agreement).
* Once appointed, the clerk to the panel should provide the administrative support for the complaint hearing as described in the school’s complaints policy.
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| **Complaint panel confidential minutes** | * The minutes for the Complaints Panel Hearing should be taken by the Clerk to the panel and classified as confidential.
* Within 20 working days of the hearing the Clerk to the panel will send the draft minutes to the panel members for them to check. The Chair of the panel will collate the amendments and pass them to the Clerk to the Committee for them to amend the minutes as directed.
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|  | * The Clerk to the Governing Body will keep the final version of the minutes in the particular complaint file, alongside all the other documents for the complaint.
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| **Review** | * Membership and terms of reference to be reviewed and adopted annually at the autumn term full governing body meeting.
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| **Advice on procedures and confidential minutes** | * The Clerk to the Governing Body should be consulted once a formal complaint is received, as outlined in the school’s complaints policy.
* The governing body should also consult Strategic Director for Children’s Services, or his/her appointed Customer First Officer, or Governor Services as appropriate.\*

*\*delete if not appropriate. For example, if an academy or if Governor Services SLA not purchased.* |
| The Complaints Panel is responsible for hearing and resolving complaints at a formal stage, which have not been dealt with to the satisfaction of the complainant at the earlier, and informal, stages of the adopted school’s complaints policy. It will only be able to hear complaints that are within the remit of the governing body.The Complaints Panel are specifically responsible for:* To make sure the procedures as outlined in the school’s complaints policy are followed.
* To make sure the Clerk to the Complaints Panel arranges for a hearing to take place at the earliest opportunity and within the timescales detailed in the school’s complaints policy.
* To make sure the that any hearings are administered justly, without prejudice, and in accordance with the principles of natural justice and in accordance with the school’s complaints policy.
* To formally hear the case for the complaint against the school, and the case, in response, that is put forward by the school, in accordance with the school’s complaints policy.
* To decide whether to uphold, or dismiss, the complaint.
* To convey the decision to all parties concerned in the timescales as detailed in the school’s complaints policy.
* To instruct, or to make the appropriate recommendations, if any, to the governing body, at the earliest opportunity (the next full governing body meeting) following the

hearing. * To contribute to the school improvement plan where appropriate
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| **Important documents that each member of this committee should have**: * The school’s complaints policy

*This list is not exhaustive.* |

Adopted by the Governing Body of St Andrew’s Methodist Primary School

Approved: 20th January 2020