

DIY Guide
Guidance for School Governors

GOVERNOR COMPLAINTS REVIEW PANEL

1. TERMS OF REFERENCE

The panel must be convened according to the complaints procedures published by the school as part of their complaints policy. All parties should have received a copy of the procedures.

2. COMPOSITION

The panel must consist of three governors previously unconnected with the case. This would usually exclude the Chair of Governors.

The Chair of the panel is agreed by the other members of the panel.

The meeting must be minuted by a nominated clerk who is usually the clerk to the governing body.

The minutes must be an accurate representation of what happens at the meeting. The minutes are confidential.

3. CHAIR'S INTRODUCTION

- Welcome to everyone.
- Introduce everyone in the room and their role in the proceedings.
- Witnesses should wait outside the room until called.
- Explain the reason for the panel being held - To offer a fresh and fair look at the complaint from Stage 2 as defined in the complaints procedures.
- Explain that the panel cannot consider new complaints at this stage.
- Explain the structure of the meeting (see section 4)
- Explain that the panel will deliberate in private after the meeting and their conclusions will be sent out to all parties within 5 school days.
- Ensure that everyone has a copy of the papers including a copy of the complaints procedures.
- Check that everyone understands all the above.

The Chair must ensure that:

- There is a clear written statement of the complaint which is the same as the complaint previously investigated. It may be appropriate to clarify if any aspects of the complaint fall outside the remit of the panel.
- There is a clear statement of the outcomes desired.

4. STRUCTURE OF THE MEETING

- a. The complainant will be given the opportunity to explain their complaint.
- b. The panel and the headteacher (or person representing the school) will be allowed to ask the complainant questions.
- c. The complainant will be given the opportunity to call witnesses.
- d. The panel and the headteacher (or person representing the school), will be allowed to question the witnesses.
- e. The headteacher (or person representing the school), will be given the opportunity to present the school's response, interpretation or view about the complaint.
- f. The panel and the complainant will be allowed to ask the headteacher (or person representing the school) questions.
- g. The headteacher (or person representing the school), will be given the opportunity to call witnesses.
- h. The panel and the complainant will be allowed to question the witnesses.
- i. The complainant will be given the opportunity to make a final statement.
- j. The headteacher (or person representing the school) will be given the opportunity to make a final statement.
- k. The Chair will confirm with both parties that they have had the opportunity to put their case.
- l. The Chair will thank all for attending and explain that the panel will consider the complaint and a letter setting out the panel's conclusions will be sent out within 5 school days.

5. DELIBERATION AND CONCLUSION

The main points of the complaint must all be addressed.

For each point, the panel need to explain their findings based on fact where possible.

The panel need to consider the outcomes requested and agree or disagree giving reasons.

The panel can make recommendations.

The concluding letter must be signed by the Chair of the panel.

It is recommended that it is sent out to the complainant by special delivery.

It must be sent out within 5 school days of the meeting.

The letter should set out the next steps that can be taken if the complainant remains dissatisfied.