

Committee – Complaints Appeals Terms of Reference (2025-2026)

Overview

1. The Complaints Appeals Committee, will meet when required to consider formal appeals made under the Procedures for Handling Complaints at Royal Cross School. Notes shall be prepared and matters reported, in general terms, to the next meeting of the Governing Body.
2. There will be at least 3 Members of the Governing Body on the Committee; neither The Chair of Governors or the Headteacher will be a member of the Committee as they may have been involved in the matter under consideration at an earlier stage. The Chair of the Committee will be elected by the Committee.
3. The quorum shall be a minimum of 3 Governors. Committee Members must be impartial and have no prior involvement with the complaint or the circumstances surrounding it.

Responsibilities of the Committee

4. Wherever possible the Governing Body would wish to see complaints resolved at an informal stage but if not then the main responsibilities of the Complaints Appeals Committee will be as follows:
 - To undertake the duties of the Governing Body in the consideration of complaints made under the Procedures for Handling Complaints at Royal Cross School. It should be noted that complaints covered by statutory procedures will not be considered by this committee.
 - To seek advice from Human Resource or other external services/organisations as required.

Responsibilities of the Chair of the Committee

5. The Chair of the Committee has a key role in ensuring that:
 - The remit of the Committee is explained to the Parties and that each Party has the opportunity of putting their case without undue interruption.
 - Key issues are addressed.
 - Key findings of fact are made.
 - Parents and others, who may not be used to speaking at such a hearing are put at ease.
 - The rules of natural justice are followed.
 - The Complainant is notified of the Panel's decision, in writing, with details of any further Rights to Appeal.
 - The Governing Body are notified of any changes to procedures or reviews of policies recommended by the Complaints Appeals Committee.

Process

6. In consideration of the complaint the Complaints Appeals Committee will:
- Consider the written materials.
 - Consider the complaint and the Headteacher's/Chair of Governors' action(s).
 - Seek advice and support as necessary.
 - Invite the Headteacher and the Chair of Governors as appropriate as well as the Complainant to the Meeting.
 - At the end of the Meeting the Complaints Appeals Committee will:
 - Determine whether to dismiss or uphold the appeal in whole or part.
 - Where the complaint is upheld, decide on appropriate action.
 - Advise the Complainant, Headteacher, Chair of Governors as appropriate of their decision.
 - Advise the Complainant of any further action they may wish to take if they remain dissatisfied.
 - Arrange for an update of the Complaints Register and the matter to be reported, in general terms, to the Governing Body.

Update and Approval

7. These Terms of Reference will be reviewed annually and be approved at the Full Governing Body Meeting held in the Autumn Term of the Academic Year.