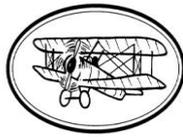




Terms of Reference – Complaints Panel

Name of Committee	Governors' Complaints Panel
Membership/ Quorum	<p>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.</p> <p>If necessary, the Grange could use the Collaboration Agreement made with Federation of Bedenham and Holbrook to use Governors from that GB. This should be used if the GB is unable to get the members needed from the Grange GB.</p>
Delegated Power	To review complaints under stage 3 of the complaints policy, having already been addressed by the Headteacher and chair of governors.
Purpose	<p>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.</p> <p>The chair should consider whether legal or other advice should be sought from HCC.</p>
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 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	<p>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 Headteacher or a member of the committee.</p> <p>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.</p>



<p>Virtual meetings</p>	<p>It may be the case that meetings will not be able to take place face to face due to an emergency situation, a pandemic or a health and safety issue. In this case the meeting will be held virtually by a Hampshire approved virtual platform.</p> <p>Governors will be told 7 days in advance of the intention to hold the meeting virtually and by what platform, including log in details and links. All meeting information will be sent out 7 days in advance if possible.</p> <p>At the beginning of the meeting the chair may do a roll call of who is in attendance. Additional time should be given at the beginning of the meeting to ensure everyone is logged on.</p> <p>If the video or telephone link is lost to someone in virtual attendance at a meeting, they would have to be deemed to have left it until such time as the link is re-established. If a governor needs to leave the room, they should notify the clerk so this can be recorded in the minutes.</p> <p>Normal meeting protocols still stand and governors are expected to be on time, prepared and follow code of conduct and procedures. If a governor is giving approval, they should do so by showing a raise of hand. If a governor wishes to ask a question they should do so normally or raise their hand.</p> <p>If the meeting requires a vote to take place, those standing should leave the meeting for the GB to discuss. The governor will then be asked to log back into the meeting by sending the governor an email or a message to log back into the meeting, when the discussion has finished. Similarly if someone has to leave the meeting for a confidential discussion the same rule will apply.</p>
<p>Approved at FGB</p>	<p>21 September 2021</p>
<p>Date of Next Review</p>	<p>Autumn term 2022</p> <p>'Documents which have been reviewed and discussed at FGB and require amendments may be approved by email after the meeting. On occasion, it may be necessary for governors to review and approve a document which covers a non-statutory responsibility by email between meeting. In this case, the comments will be recorded at the next FGB when the approval can be ratified.</p>