



**COMPLAINTS COMMITTEE**  
**TERMS OF REFERENCE**  
**2016-17**

**1. Scope**

- 1.1 A Complaints Committee is an adhoc committee drawn up to consider a Stage 3 complaint in accordance with the Complaints Procedure
- 1.2 The Governing Board shall determine, and review annually at its first meeting of the school year, the terms of reference of the Complaints Committee.

**2. Membership**

- 2.1 All governors, other than governors employed at the school and any governor who has been directly involved with the complaint, will be eligible to sit on the Complaints Committee.
- 2.2 If the Committee is required to sit, the clerk will approach all eligible governors to form a committee of three.

**3. Quorum**

- 3.1 The quorum of the Committee shall be three governors.

**4. Meetings**

- 4.1 A meeting will be convened at the request of the Chair of Governors, the Headteacher or any two of the members of the Committee.
- 4.2 Every member of the Committee and the Headteacher and will be given at least seven days clear notice before the date of the committee meeting.

**5. Clerking**

- 5.1 The Governing Body shall appoint a clerk to the Committee. In the absence of the clerk, Committee members may act as clerk for the meeting.

## **6. Chairmanship**

- 6.1 The appointment of the Chair shall be decided at the first meeting of the Committee by those governors attending.

## **7. Terms of Reference**

- 7.1 The Complaints Committee of the Governing Board will deal with any complaint that has reached the Stage 3 of the Complaints Procedure. This will involve:
- a. Receiving the complaint
  - b. Investigating the complaint
  - c. Making a decision on the complaint
  - d. Reporting the decision and any recommendations of the Complaints Committee to the Governing Board.

## **8. Standing Orders**

- 8.1 Members of the Committee are entitled to receive a written agenda, copies of the minutes of any previous Committee meeting, and any papers to be considered.
- 8.2 These will be distributed at least seven days before a Committee meeting.
- 8.3 The business of the Committee must be reported in a minute format. Such minutes including decisions and any recommendations made must be signed off by all members of the Committee as an accurate record of proceedings.
- 8.4 The decision of the Committee and any recommendations made must be reported to the next meeting of the Governing Board

## **9 Declaration of Interests**

- 9.1 Where there is conflict between the interests of any Governor and the interests of the Committee, that person must declare the interest and withdraw from the meeting. The meeting must then be declared closed and an alternative governor approached.

The Governing Board agreed these terms of reference on: 7<sup>th</sup> July 2016

Signed .....

Date.....