OAK GREEN SCHOOL
COMPLAINTS PANEL
TERMS OF REFERENCE 2026-27

No.	Subject Area	Action	Frequency	Report by:	When
CONSTITUTION		**MEMBERSHIP** – appointed by the Governing Body. Associate Members may be appointed by the Governing Board as members of this committee as long as the majority of the committee members are governors. Where an independent governor or governors from another school are required, a formal collaboration agreement is not necessary. **QUORUM** – at least THREE members who are governors. **GOVERNANCE PROFESSIONAL** – cannot be the Headteacher. It is best practice to appoint an independent Governance Professional. **VOTING RIGHTS** – restricted to committee members. Associate Members can be given voting rights by the Governing Board. Chair to have the casting vote. **CHAIR** – to be elected by the Committee or Whole Governing Board. It is not recommended that a member of staff sit on or chair this committee.			
1.	**Panel**	The panel will be convened, when attempts to resolve a complaint have been unsuccessful, in accordance with the school's Complaints Procedure.	As required	Brief verbal summary by Chair of Committee	Next full Board Meeting
2.	**Policies / Recommendations**	In the light of any lessons learned, policies and practices will be reviewed and recommendations for amendment made to the Governing Board as appropriate.		Chair of Committee	Next full Board Meeting
3.	**Minutes**	Minutes will be taken at the meeting. These will be forwarded to the complainant. These will be retained by the school, in line with documentation retention guidance, for 6 years following conclusion of the complaint's procedure			

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4.	**Meeting Arrangements**	In exceptional circumstances the panel may meet remotely, via videoconference or telephone, subject to agreement by all parties.			

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