



'Learn, Endeavour, Aspire, Respect, Nurture'

Oxpring Primary School

Governing Board Committees

Terms of Reference

COMPLAINTS APPEAL COMMITTEE

1. **Membership**

The membership of the Committee will be drawn from all Governors, which will not include the Head Teacher. The meeting will be minuted by an experienced clerk..

2. **Quorum**

The quorum shall be three Governors.

3. **Meetings**

Will be held as required.

4. **Function**

The Committee shall meet to investigate a complaint at Stage 3 of the complaints policy.

5. **Reporting**

The minutes shall be presented to the next termly Board meeting.

6. **Review**

The terms of reference of the Committee shall be reviewed annually by the Board in the Autumn Term.

TERMS OF REFERENCE - COMPLAINTS

- To dismiss the complaint in whole or in part
- To uphold the complaint in whole or in part
- To decide on the appropriate action to be taken to resolve the complaint
- To recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not re-occur

Please see separate attendance sheets