

How to run an effective complaints review panel

Complaints review panel example agenda

Complaints Review Panel
Venue
Date and time

CONFIDENTIAL

Panel Members: (list)
Other attendees: (list)
Clerk

If attending, the Headteacher and complainant will enter and leave the panel meeting at the same time.

1. The Chair of the panel will introduce the panel members and clerk and outline the process to be followed.
2. The complainant will be invited to explain their complaint.
3. The panel will ask questions about the complaint including any questions submitted by the headteacher.
4. The Headteacher will be invited to explain the school's actions.
5. The panel will ask the Headteacher questions about the complaint, including any questions submitted by the complainant.
6. The complainant will be invited to sum up the complaint.
7. The Headteacher will be invited to sum up the school's actions and response to the complaint.
8. The Chair of the panel will explain that both parties will hear from the panel with its decision within five working days of the date of the hearing.
9. Both parties leave together, while the panel deliberates and makes its decision.

The Clerk will remain with the panel during its deliberations, to clarify any issues but will not take any part in the decision-making process.

Name:
Clerk to Governors

Date: