

How to run an effective complaints review panel

The evidence pack for a complaints review panel

The evidence in the pack will vary depending on the circumstances but here is a list of what it might contain.

It is important that the pack is organised in a logical order and clearly numbered so that information referred to during the panel meeting is easy to locate. It is also important to ensure that any sensitive information about other staff or pupils is redacted.

Section	Contents	Comments
1	Index Agenda	Organising evidence in agenda order is helpful Agenda should state venue, time, order of the meeting and the names of all those attending
2	Policies	Complaints policy Any other policy/procedure the complainant is alleging has been breached, if applicable
3	Evidence on behalf of the school	<ol style="list-style-type: none">1) Details of communication with the complainant including:<ul style="list-style-type: none">• The response to the informal concern• The response to the request to escalate to the formal stage to include the written complaint• The outcome letter for the formal stage2) Details of the report from the investigating officer from the investigation for the formal complaint which should include the final written report. It may also include witness statements if applicable3) Evidence on any actions taken by the school ie changes to policy and/or practice to address the complaint and reduce a recurrence4) Copies of all correspondence relevant for the complaint not otherwise listed above
4	Evidence on behalf of the parent	The parents should be encouraged to send in any evidence in support of their complaint: <ol style="list-style-type: none">1) The complainant's version of the incident/s that led to the informal complaint and the responses received2) The complainant's written formal complaint including details of how the complainant felt this could have been resolved

How to run an effective complaints review panel

The evidence pack for a complaints review panel

		<ul style="list-style-type: none">3) Witness statements that support the complaint if appropriate4) Any correspondence regarding the complaint
--	--	---