

## **Sub Committee Remit: Complaints**

Responsible to	Strategy and Resources Committee
Members (not less than 4 members of the full governing body)	To be appointed as required
Quorum (at least 3)	3 governors
Meeting Frequency	The committee will meet as and when required and within the timescale set down in the governing body's Complaints Policy and Procedures
Committee Chair	Y Amin

***The Strategy and Resources Committee, who have delegated authority for all functions of the Governing body delegates the following functions to this sub-committee.***

- To consider complaints submitted to the Chair of the governing body when other avenues for their resolution have been exhausted
- To investigate complaints in an appropriate manner, taking evidence from all relevant parties and utilising support available from the LA or other sources as deemed appropriate
- To make recommendations arising from complaints
- To communicate the process and outcome of complaints hearings to all concerned.

Notes -

Governing bodies may choose to make up a Complaints Committee as required from any of their number depending on availability. An odd number of governors, at least three, should serve on any governors' hearing. They must have had no previous connection with the case and it must not have been discussed in their presence

It is recommended that Staff Governors are not normally members of the Complaints Committee as they may be perceived to have a conflict of interest.

***In relation to policies, the Governing Body of Hunter's Bar Junior School has delegated it's policies to this committee, the Headteacher or individuals as detailed in the Policy Review Schedule approved in March 2016.***