

Complaints Appeal Panel

Membership: Three Governors excluding the Headmaster, Staff Governors and the Chair of Governors

Quorum: Three Governors

Meetings: As and when necessary

Terms of Reference:

1. To consider appeals in respect of complaints made pursuant to the school's complaints procedure including full delegated authority to:
 - dismiss the appeal in whole or in part;
 - uphold the appeal in whole or in part;
 - decide on the appropriate action to be taken to resolve the complaint; and
 - recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.
2. To consider and review the school's formal complaints procedure and make recommendations to the Governing Body