

## **GOVERNOR GUIDELINES FOR RECEIVING COMPLAINTS**

1. The Governors recognise:
  - a. The sensitivity of complaints about members of staff and issues arising from them.
  - b. The importance of balancing the need to represent the justifiable concerns of complainants with the responsibility to support the staff of the School.
  - c. The need to distinguish between matters of policy and procedure from matters of staff discipline and training.
  - d. The need at all times to have due regard for established procedures governing complaints, discipline, capability (alleged incompetence), grievance and appeals etc which have been adopted by the Governing Body.
2. A Governor who is the recipient of a complaint is not to attempt to resolve it unless it is a minor comment or issue concerning a staff member of which the governor has direct knowledge. Therefore, a governor is normally to request a complainant to put the complaint in writing and then warn the Headteacher, the Company Secretary and, if appropriate, the Chair of Governors that there may be a complaint.
3. The Head, in consultation with the Chair if appropriate, will decide whether the complaint will be investigated. If the decision is to proceed, the investigation will be instigated by the Headteacher in accordance with the procedures in this Policy.
4. On the completion of the investigation, the Headteacher will:
  - a. Report the outcome to the governors restricting the report to non-staff governors if appropriate.
  - b. If necessary, initiate and follow the appropriate procedure on issues of discipline or capability.
5. In the event of the complaint concerning the Headteacher, the Chair of Governors will follow the agreed complaints procedure.