



1. Policy Aim

In line with the Education Act 2002, Foundation Bridge Academy will:

- Encourage the resolution of problems by informal means wherever possible.
- Allow swift handling with established time-limits for action and keeping people informed of any progress.
- Ensure a full and fair investigation by an independent person where necessary.
- Respect people's desire for confidentiality.
- Address all the points at issue and provide an effective response and appropriate redress where necessary
- Provide Information to the Academy's Senior Management team so that services can be improved.

2. Relationship to Guidelines, Procedures, Other Policies and Legal Requirements

We believe that the Foundation Bridge Academy provides an excellent education and that the Personnel work very hard to build positive relationships with all parents and others. However, we are obliged under Section 39 of the Academy Standards and Framework Act to have in place a clear formal procedure to deal with complaints made against the Academy or individuals connected with it in circumstances when the person raising the concern remains dissatisfied and wishes to take the matter further.

We are aware that under the Education Act 2002 parents have the right to complain directly to the Secretary of State about any matter relating to the Academy's curriculum and any issue relating to the general education that we provide. This policy also has due regards to the Data Protection Act 1998, the Freedom of Information Act 2000, the Immigration Act 2016, the Equality Act 2010.

We have a duty to publish the complaints procedure in the Foundation Bridge Academy internal network and on the website with hard copies available from the Academy office.

3. Policy Statements

3.1 The Foundation Bridge Academy prides itself on the quality of teaching provided for its students. However, if parents have concerns, they can expect any issues to be treated seriously in accordance with this policy document.

3.2 The Complaints Policy has been created to deal with any complaint against a member of staff or the Foundation Bridge Academy as a whole, relating to aspects of the provision of facilities or services.

- A complaint can be raised by a parent of a registered child at the Foundation Bridge Academy or any person who has been provided with a service/facility. This person is referred to as the complainant.
- The Foundation Bridge Academy may have a nominated member of staff with responsibility for the operation and management of the complaints procedure, the Complaints Co-ordinator. This member of staff, however, may not necessarily be the Head Teacher. At the Foundation Bridge Academy, the Tutor and Head of Faculty will be the first point of contact.
- A concern becomes a complaint only when the complainant asserts the Foundation Bridge Academy has acted wrongly in some significant decision, action or failure to take action.
- Even when a complaint has been made, it can be resolved or withdrawn at any stage.
- A complainant will not always be informed of the actions taken by the Foundation Bridge Academy following an investigation due to confidentiality.
- The Foundation Bridge Academy reserves the right to ask a complainant to leave the premises should their actions become verbally or physically abusive towards any member of our staff when making a complaint.

Dealing with concerns informally

The Foundation Bridge Academy recognises that a vast majority of complaints and concerns can be resolved informally.

- The complainant must feel able to raise concerns and complaints with members of staff, in person, either by telephone or in writing. A preliminary discussion may be undertaken to help clarify if he or she is making a complaint or expressing an opinion, and whether they wish to take it further.
- The complainant may wish to be accompanied to any discussion if they wish.
- The member of staff dealing with the concern should make sure that the complainant is clear what action (if any) or monitoring of the situation has been agreed.
- The process should be completed within the relevant timescales and concluded in writing with appropriate detail.
- Where no satisfactory solution has been found, the complainant should be informed that he or she would need to consider whether to make a formal complaint in writing to the Head Teacher. (See Appendix 1 or 2).

3.3 Monitoring and recording complaints

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							

At all stages of the complaints procedure, the following information should be recorded:

- Name of the complainant.
- Date and time at which complaint was made.
- Details of the nature of the complainant.
- Desired outcome of the complainant
- How the complaint is being investigated (including written records of any interviews held).
- Results and conclusions of investigations. Any action taken
- The complainant's response.
- Record of any subsequent action if required.

3.4 Special Circumstances

- If the complaint suggests that a student has been at risk of significant harm through violence, emotional abuse, sexual interference or neglect, it may be referred without further notice to Children's Social Care and/or to the social services authority for the area in which the student lives.
- If a social services authority decides to investigate a situation, this may postpone or supersede investigation by the Head Teacher or Governing Body.
- Where a matter can be resolved through a legal appeal, it will not be considered as a formal complaint. The key areas are admissions decisions; certain decisions relating to formal assessment of special educational needs; and decisions to permanently exclude a student.

4. Complaints Procedure

4.1 Stage 1 – Informal Complaint Heard by Staff member

- Complainant discusses their concerns with student's Tutor or the Head of Faculty (Appendix 1 can be used for this purpose).
- Where the complaint concerns the Head Teacher, the complaints co-ordinator can refer the complainant to the Chair of Governors.
- If the first approach is made to a Governor, the next step would be to refer the complainant to the appropriate person and advise them about the procedure.
- Governors should not act unilaterally on an individual complaint outside the formal procedure or be involved at the early stages, in case they are needed to sit on a panel at a later stage of the procedure.
- A response from the Foundation Bridge Academy is issued within 15 days or receipt. If a resolution cannot be sought at this level, or the complainant is dissatisfied w the outcome of these initial discussions, then the complainant may wish to escalate the complaint in writing (Appendix 2) to the next level of the procedure, stage 2 within 10 school working days of receipt of the outcome.

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							

4.2 Stage 2 – Formal Complaint Heard by Head Teacher/Vice Principal

- After completing Appendix 2, the complainant may if they wish request an appointment to see the Head Teacher. This should be as soon as reasonably practical to avoid any possible worsening of the issue. The complainant may be accompanied if they wish.
- Written acknowledgement of the complaint will be made within 3 school days informing the complainant that they will be informed of the outcome of their complaint within 20 school days of the Head Teacher/Vice Principal receiving the complaint (Appendix 3).
- The Head Teacher may delegate the task of collating the information to another staff member but not the decision on the action to be taken.
- If the complaint is against a member of staff, the Head Teacher should talk to the staff member against whom the complaint has been made. If necessary, the Head Teacher should interview witnesses and take statements from those involved.
- The Head Teacher should keep reasonable written records of meetings, telephone conversations and other documentation.
- The Head Teacher will investigate fully and communicate findings and/or resolutions to the complainant(s) verbally or in writing depending on the nature of the issue.
- Once all the relevant facts have been established, the Head Teacher should produce a written response to the complainant (Appendix 4). The written response should include a full explanation of the decision and the reasons for it. Where appropriate should include what action, the Foundation Bridge Academy will take to resolve the complaint.
- Stage 2 should be completed in 20 school days. However, it is recognised that where the case is complex, it may prove difficult to meet this timetable. In such cases, the Head Teacher should write to the complainant giving a revised target date.
- If the complainant is not satisfied with the outcome at this stage then the complaint can be moved to the next level (stage 3) for an independent review by the Chair of Governors (Appendix 5).
- If the concern or complaint is against the Head Teacher, in the first instance the complainant will need to write in confidence to the Chair of Governors at the Foundation Academy Trust. The Chair of Governors will seek to resolve the issue informally before, if necessary, moving to Stage 4. (Appendix 6b)

4.3 Stage 3 – Further consideration by the Chair of Governors

- Complaints at this stage should be made in writing and addressed to the Chair of Governors no later than 10 school days following receipt of a Stage 2 outcome in respect of the Head Teacher’s formal stage 2 investigation.

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							

- Written acknowledgement of the complaint (Appendix 6a) will be made within 3 school days informing the complainant that they will be informed of the outcome of their complaint within 20 school days of the Chair of Governors receiving the complaint (Appendix 7).
- If the complaint is against the Head Teacher, the Chair of Governors will request that the Head Teacher respond within ten school days to the issues raised in the complaint.
- The aim of the investigation will always be to resolve the complaint and achieve reconciliation between the Foundation Bridge Academy and the complainant by finding out the key facts and addressing the key issues. However, it has to be recognised the complainant might not be satisfied with the outcome if the investigation does not find in their favour. It may only be possible to establish the facts and make recommendations, which will satisfy the complainant that his or her complaint has been taken seriously.
- If the complainant is dissatisfied with the outcome or with the manner in which the process has been followed, or considers the decision to be perverse or that the Chair has acted unreasonably and as such a resolution cannot be sought at this level, then the complainant may wish to escalate the complaint in writing to the next level of the procedure, stage 4 (Appendix 8).
- Any further rights of appeal will need to be addressed to the Chair of the Complaint Appeals Committee, the details of which will be included in the outcome letter.

4.4 Stage 4 – The Complaint Heard by the Complaint Appeals Committee (CAC)

- Complaints at this stage should be made in writing and addressed to the Chair of the Complaint Appeals Committee (which will be advised to you in the outcome letter at Stage 3) no later than 10 school days following receipt of a Stage 3 outcome. The Chair of the Complaint Appeals Committee will convene a meeting.
- Written acknowledgement of the complaint will be made within 3 school days informing the complainant that their complaint will be heard within 20 school days (Appendix 9).
- It is important that the appeal hearing is independent and impartial and that it is seen to be so. The Complaint Appeals Committee must consist of 3 members who have not been involved in the complaint and who have no prior knowledge of the circumstances and with at least one member being independently elected and independent of the management and running of the Academy. In deciding the makeup of the panel, Governors need to try and ensure that it is a cross-section of the categories of Governor in attendance and sensitive to the issues of race, gender and religious affiliation.
- 5 days' notice will be given to all attending. The Clerk/Chair of the meeting should write to the complainant to explain how the review will be conducted and to inform them that they may be accompanied at the meeting if they wish.
- The aim of the hearing, which needs to be held in private, will always be to resolve the complaint and achieve reconciliation between the Foundation Bridge Academy

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							

and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the hearing does not find in their favour. It may only be possible to establish the facts and make recommendations, which will satisfy the complainant that his or her complaint has been taken seriously.

- An effective panel will acknowledge that many complainants feel nervous and inhibited in a formal setting. Parent/Carers often feel emotional when discussing an issue that affects their child. The panel chair will ensure that the proceedings are as welcoming as possible. The layout of the room will set the tone and care is needed to ensure the setting is informal and not adversarial.
- Extra care needs to be taken when the complainant is a student. Careful consideration of the atmosphere and proceedings will ensure that the student does not feel intimidated. The panel needs to be aware of the views of the student and given them equal consideration of those of adults. Where the student's parent/carer is the complainant, it would be helpful to give the parent/carer the opportunity to say which parts of the hearing, if any, the student needs to attend.
- Governors sitting on the panel need to be aware of the complaints procedure.

The Complaint Appeals Committee can:

- Dismiss the complaint in whole or part
- Uphold the complaint in whole or part
- Decide on the appropriate action to be taken to resolve the complaint.
- Recommend changes to the Foundation Bridge Academy's systems or procedures to ensure that problems of a similar nature do not recur.

The complainant will be informed of the outcome of the meeting by letter within 15 school days. If a resolution cannot be sought and the complainant is not satisfied with the outcome then the complaint can be moved to the next level (stage 5) Appeal to the DfE (Appendix 10).

The Role of the Chair of the Complaints Committee

- Check the correct procedure has been followed
- The remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption.
- The key issues are addressed
- Key findings of fact are made
- Complainants may not be used to speaking at such a hearing are put at ease
- The hearing is conducted in an informal manner with each party treating the other with respect and courtesy
- The panel is open minded and acting independently
- No member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure; each side is given the opportunity to state their case and ask questions

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							

- Written material is seen by all parties. If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.

The Role of the Clerk

It is strongly advised that any panel or group of Governors considering complaints is supported by a clerk. The clerk would be the contact point for the complainant and be required to:

- Set the date, time and venue of the hearing, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible.
- Collate any written material and send it to the parties in advance of the hearing
- Meet and welcome the parties as they arrive at the hearing □ Record the proceedings
- Notify all parties of the panel's decision.

4.5 Role of the Secretary of State, Department for Education

If the complainant is unhappy with the way in which the Foundation Bridge Academy has dealt with the complaint, they may be able to approach the Secretary of State, Department for Education to intervene.

The Department of Education Funding Agency's Complaints page to report such a complaint can be found by clicking on the following link:

<https://form.education.gov.uk/submitform.php?self=1&form>

For the Secretary of State to intervene following a complaint, he needs to be sure that either:

- The Foundation Bridge Academy has acted or is proposing to act unreasonably in the exercise or performance of its functions imposed by or under the Education Act 1996;
Or
- The Foundation Bridge Academy failed to discharge any duty imposed by or for the purposes of the Education Act 1996.

5. Monitoring the Effectiveness of the Policy

The effectiveness of this policy will be reviewed within a 3-year cycle, and the necessary recommendations for improvement will be made to the Corporation Board.

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



6. Approval

Approved by the Senior Management Team

Signed:
(Chief Executive)

A handwritten signature in black ink that reads 'Deise Brown'.

Endorsed by the College Corporation

Signed:
(Chair)

A handwritten signature in blue ink, which is highly stylized and illegible.

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 1

Reporting an informal Complaint – Stage 1

Please complete and return for the attention of the Head of Faculty, Head Teacher, and Vice Principal who will issue a response within 15 days of receipt.

Your Name:

Student Name:

Your relationship to the student:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, you have already taken to try and resolve your complaint? (Who did you speak to and what was the response)?

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



POLICY 10

Complaints



What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official Use:

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 2

Reporting a Formal Complaint to Stage 2

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further to formal Stage 2, please complete this form and send it to the Head Teacher within 10 school days of receipt of the outcome letter from stage 1. (If your complaint is against the Head Teacher, you will need to send the form to the Chair of the Governing Body).

Name:

Address:

Tel. No/Mobile

Postcode

Email:

Name of Child:

Date of Birth of Child:

What is your complaint about and what would you like the Head Teacher to do?

When did you discuss your concern/complaint with the appropriate member of staff?

What was the result of the discussion?

Signed:

Date:

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 3

Example of a written acknowledgement letter of a formal stage 2 complaint from the Head Teacher to the complainant within 3 school days informing the complainant that they will be informed of the outcome of their complaint within 20 school days.

Ref: /

Date:

Name/Address

Dear *Name of complainant*

Thank you for your letter dated setting out the reasons why you are not satisfied with the Head of Faculty's response to your complaint about

The aim of my investigation will be to resolve the complaint and achieve reconciliation.

In accordance with the Foundation Bridge Academy Complaints Procedure, I will write to you within a response time of 20 school days. However, if it is not possible to meet this target because more investigation is required, I will write to you again with a revised target date.

Yours sincerely

Head Teacher

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 4

Ref:/outcomeformalstage2

Date:

Name/Address

Outcome Formal Stage 2 Complaint

I am writing to inform you of my decision regarding your stage 2 formal complaint: <please give full details of the complaint>.

I have considered all the relevant facts and evidence presented to me and have decided to uphold/not uphold the complaint <please delete as appropriate>. The reasons surrounding my decision are as follows:

<set out reasons for the decision in sufficient detail to enable the complainant to understand why the decision was made and how it was arrived at, and if appropriate, it should include what action you will take to resolve the complaint>.

If you are dissatisfied with my decision, you can raise the complaint for further consideration by the Chair of Governors of Foundation Bridge Academy. If you wish to do this, please complete the reporting a formal complaint to stage 3 form, found at Appendix 5 of our Complaints Policy. Please send this to the Chair of Governors, via The Foundation Bridge Academy by no later than **[specify the latest date the 10 school day after receipt of this letter]**. Please be informed if you have not raised the complaint to the next stage by **[repeat the latest date]**, you will lose your right to a review.

Yours sincerely

Head Teacher

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 5

Reporting a Formal Complaint to Stage 3

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further to formal Stage 3, please complete this form and send it to the Chair of Governors at the Academy within 10 school days of receipt of the outcome letter from stage 2.

Name:

Address:

Tel. No/Mobile:

Postcode:

Email:

Name of Child:

Date of Birth of Child:

What is your complaint about and what would you like the Head Teacher to do?

When did you discuss your concern/complaint with the appropriate member of staff?

What was the result of the discussion?

Signed:

Date:

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 6a

Example of a written acknowledgement letter of a formal stage 3 complaint from the Chair of Governors to the complainant within 3 school days informing the complainant that they will be informed of the outcome of their complaint within 20 school days.

Ref: /

Date

Name/Address

Dear <Name of Complainant>

Thank you for your letter dated setting out the reasons why you are not satisfied with the Principal’s response to your complaint about

The aim of my investigation will be to resolve the complaint and achieve reconciliation.

In accordance with the Foundation Bridge Academy Complaints Procedure I will make the necessary investigations and write to you again within a response time of 20 school days.

Yours sincerely

Chair of Governors

Appendix 6b

Thank you for your letter dated Setting out the reasons for your complaining against the Head Teacher of The Foundation Bridge Academy.

I have forwarded a copy of your complaint to the Head Teacher with a request that she/he responds within ten school days to the issues raised in the complaint.

In accordance with the Foundation Bridge Academy Complaints Procedure I will make the necessary investigations and write to you again within a response time of 20 school days.

The aim of my investigation will be to resolve the complaint and achieve reconciliation. However if you are not satisfied with my response, the Complaint Appeals Committee may consider your complaint in accordance with Stage 4 of the attached complaints procedure.

The Clerk/Chair of the Complain Appeals Committee will let you know in writing how the complaint will proceed.

Yours sincerely

Chair of Governors

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 7

Ref/outcomeformalstage3

Date:

Name/Address

Outcome Formal Stage 3 Complaint

Dear *Name of Complainant*

I am writing to inform you of my decision regarding your stage 3 formal complaint for further consideration: *Please give full details of the complaint.*

I have considered all the relevant facts and evidence presented to me and I have decided to uphold/not uphold the complaint **[please delete as appropriate]**. The reasons surrounding my decision are as follows:

[set out reasons for the decision in sufficient detail to enable the complainant to understand why the decision was made and how it was arrived at, and if appropriate, it should include what action you will take to resolve the complaint]

If you are dissatisfied with my decision, you can raise the complaint to be heard by the Complaint Appeals Committee.

If you wish to do this, please complete the reporting a formal complaint to stage 4 form, found at Appendix 8 of our complaints Policy and send it for the attention of the Chair of the Complaint Appeals Committee via the Foundation Bridge Academy by no later than **[specify the latest date – the 10th school day after receipt of this letter]**. Please note, if you have not raised the complaint to the next stage by **[repeat latest date]**, you will lose your right to a review.

Yours faithfully

Chair of Governors

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 8

Reporting a Formal Complaint to Stage 4

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further to formal Stage 4, please complete this form and send it to the Chair of Complaint Appeals Committee within 10 school days of receipt of the stage 3 outcome letter.

Name:

Address:

Tel. No/Mobile:

Postcode:

Email:

Name of Child:

Date of Birth of Child:

What is your complaint about and would you like the Head Teacher to do

When did you discuss your concern/complaint with the appropriate member of staff?

What was the result of the discussion?

Signed:

Date:

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 9

Example of a written acknowledgement letter of a formal stage 4 letter from the Clerk/Chair of the Complaint Appeals Committee within 3 school days to the complainant upon receipt of a complaint at Stage 4 for consideration by the Complaint Appeals Committee informing that the complaint will be heard within 20 days.

Dear **[Name of Complainant]**

Thank you for your letter dated Setting out the reasons why you are not satisfied with the Chair of Governor’s response to your complaint about

In accordance with the Foundation Bridge Academy Complaints Procedure, I will be arranging for a Complaint Appeals Committee to consider your complaint within 20 school days.

The Complaint Appeals Committee is independent and impartial and will consist of 3 members who have not been involved in the complaint thus far and who have no prior knowledge of the circumstances, with at least one member being independently elected and independent of the management and running of the Academy. The Foundation Bridge Academy will always endeavour to ensure that there is a crosssection of the categories of Governor in attendance who are sensitive to the issues of race, gender and religious affiliation.

I will write to you again shortly with further details of the date, time and venue of the hearing but in the meantime if you have any further queries please do not hesitate to contact me.

Yours sincerely

Clerk/Chair of the Complaint Appeals Committee

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							



Appendix 10

Ref. *outcomeformalstage-4*

Date

Name/Address

Outcome Formal Stage 4 Complaint

Dear **[Name of Complainant]**

I am writing to inform you of the decision of the Complaint Appeals Committee regarding your stage 4 formal complaint: **<please give details of the complaint>**

As you are aware the Complaint Appeals Committee was independent and impartial and consisted of 3 members of who have not been involved in the complaint previously and who had no prior knowledge of the circumstances, with at least one member independently elected and independent of the management and running of the Academy. The Complaint Appeals Committee can

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the academy’s systems or procedures to ensure that problems of a similar nature do not recur.

We have considered all the relevant facts and evidence presented to us and have decided to uphold/not uphold the complaint **<please delete as appropriate>**. The reasons surrounding the decision are as follows:

<set out reasons for the decision in sufficient detail to enable the complainant to understand why the decision was made and how it was arrived at, and if appropriate, it should include what action you will take to resolve the complaint>.

Please be informed that if you are unhappy with the way in which the Foundation Trust Academy has dealt with your complaint, you may be able to approach the Secretary of State, Department for Education to intervene, the contact details of which are published in the Complaints Policy on our website.

Yours sincerely

Chair of the Complaint Appeals Committee

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							

Appendix 11

Checklist of a Panel Hearing

- The panel hearing is as informal as possible
- It is important that the appeal hearing is independent and impartial and that it is seen to be so. The Panel must consist of 3 members who have not been involved in the complaint and who have no prior knowledge of the circumstances and with at least one member being independently elected and independent of the management and running of the Academy. In deciding the makeup of the panel, we need to try and ensure that it is a cross-section of the categories of Governor in attendance and sensitive to the issues of race, gender and religious affiliation.
- 5 days' notice will be given to all attending
- The complainant may be accompanied at the meeting if they wish
- Witnesses are only required to attend for the part of the hearing in which they give their evidence.
- After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses.
- The Head Teacher may question both the complainant and the witnesses after each has spoken.
- The Head Teacher is then invited to explain the Academy's actions and be followed by the Academy's witnesses.
- The complainant may question both the Head Teacher and the witnesses after each has spoken □
The panel may ask questions at any point.
- The complainant is then invited to sum up their complaint.
- The Head Teacher is then invited to sum up the Academy's actions and response to the complaint.
- Both parties leave together while the panel decides on the issues
- The Chair explains that both parties will hear from the panel within a set time scale.

Issued	Rev 1	Rev 2	Rev 3	Rev 4	Rev 5	Rev 6	Rev 7	Rev 8
31.3.17	26.1.18							