



DIOCESE OF CHESTER

## ASTBURY ST MARY'S CE (AIDED) PRIMARY SCHOOL

### COMPLAINTS COMMITTEE

#### Complaints Committee Terms of Reference

**Membership:** The Committee shall consist of at least three eligible governors. Every governor (other than the Headteacher and staff governor(s)) is eligible for membership.

Governors with detailed knowledge of a case should not sit on the Committee when that case is being considered.

**Quorum:** Three governors.

**Meetings:** The Complaints Committee shall meet on an as required basis.

**Chair:** The committee shall agree a Chair at each meeting.

#### **Terms of reference:**

- To make any determination or decision under the Governing Body's General Complaints Procedure for parents and others.
- To communicate the process and outcome of the hearing to concerned parties.

The Complaints Committee Terms of Reference were amended and adopted by the Governing Body at the meeting of the full Governing Body held on 17 October 2018.

These terms of reference will be reviewed annually.

Review date: Autumn 2019