

## **CEFN SAESON COMPREHENSIVE SCHOOL**

### **COMPLAINTS COMMITTEE**

#### **Purpose**

This committee is established to consider and make decisions relating to complaints received, in accordance with the school's complaints procedures.

#### **Membership**

Three members of the governing body.<sup>1</sup>

Associate pupil governors may be members of this committee provided the issue being considered is not related to a member of staff or individual pupils. Associate pupil governors are classed as non-governors for the purpose of this committee and the governing body must determine whether they are given a vote.

#### **Disqualifications**

None.

#### **Restrictions on persons taking part in proceedings**

The headteacher.

Any governor where there may be a pecuniary interest or a conflict of interest.<sup>2</sup>

#### **Election of chair**

Elected by the committee - to be determined by the governing body. Members of staff and registered pupils at the school cannot be a chair of a committee.

#### **Clerk**

The governing body may appoint a clerk to this committee. It can be the person who clerks the governing body or it may be a different person.

#### **Quorum**

The quorum for this committee shall be three governors.

#### **Delegated Powers**

Full delegated powers for decisions were granted to this committee by the governing body on 12<sup>th</sup> September 2023

#### **Meetings**

The committee shall meet as required.

Minutes of all meetings will be taken and retained by the clerk or the person acting as clerk. Any records or minutes relating to complaints procedures should be carefully safeguarded and kept confidential.

The decisions of the committee will be brought to the full governing body for information.

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<sup>1</sup> Welsh Government Circular 011/2012 "Complaints procedures for governing bodies"

<sup>2</sup> Regulation 63 and Schedule 7 of The Government of Maintained Schools (Wales) Regulations 2005

**Terms of Reference**

- To review the complaints policy as appropriate and make recommendations to the governing body for discussion and ratification;
- To hear representations relating to complaints made;
- To make decisions relating to the complaint and inform the complainant of the outcome;
- To seek professional advice from the Local Authority, Diocesan Authority or others, as necessary;
- To attend relevant training as appropriate.

**Date reviewed and adopted:**           **12<sup>th</sup> September 2023**

**Date of next review:**                 **September 2024**

**Signature of chair of governors:**   .....