

## **THE ROLE OF THE CLERK TO THE COMPLAINTS APPEALS COMMITTEE**

The Clerk to the Complaints Appeals Committee, who may also be the Clerk to the Governing Body, is appointed by the Governing Body to provide:

- administrative support for the meeting, including convening it
- record keeping for the meeting and minutes of the meeting
- procedural advice and guidance.

The role and responsibilities of the Complaints Appeals Committee Clerk are to:

- ensure that the Governing Body has adopted a Complaints Procedure
- ensure that the Governing Body has appointed governors to the Complaints Appeal Committee and that those governors understand the procedures and their role
- maintain current membership and contact details for the Committee
- ensure that the Complaints Appeals Committee has agreed terms of reference
- advise complainants, the Chair of Governors and Headteacher on the appropriate action to be taken when notified of a complaint
- advise the Chair of Governors and Complaints Appeal Committee members of appropriate sources of support
- act in accordance with the procedures
- convene and produce a record of the meeting of the Complaints Appeals Committee
- offer procedural advice at the meeting
- following the instructions of the Committee, take the necessary action:
  - notify the complainant in writing of the outcome of the meeting and the next stage of the process should they wish to pursue the matter further
  - advise the Headteacher (Chair) of the outcome and any further action to be taken
  - complete the Complaints Appeals Committee meeting minutes and arrange for the Governing Body to be notified in general terms of the complaint and of any further action to be taken
  - arrange for the School's Complaints Register to be updated.