**The Complaints Review Committee Meeting Model Agenda**

Name of school

**Complaints Review Committee Meeting**

Venue

Date

**Agenda**

1. Welcome and introductions.
2. The role of the panel members and the Clerk to the Governing Body is explained by the Chair of the Committee and a reminder that all parties will be present for the duration of the meeting, but the complainant, the Headteacher/Chair of Governors and any witnesses, will not be present for the committee’s deliberations.
3. Headteacher/Chair of Governors presents his/her report on the investigation to the Committee. This includes any supporting documents and any actions taken to resolve the complaint.
4. Headteacher’s/Chair of Governor’s witness(es) present their evidence.
5. Complainant (or his/her representative) to ask any questions of the Headteacher /Chair of Governors and any witness(es).
6. Complainant (or his/her representative) to present his/her case and any supporting documents to the committee.
7. Complainant’s witness(es) present his/her evidence.
8. Headteacher/Chair of Governors to ask any questions of the complainant and any witness(es) called. [Any witness(es) leave at this point.]
9. Complainant (or his/her representative) to sum up their complaint.
10. Headteacher/Chair of Governors to sum up the School’s response to the complaint.
11. The Chair to explain the arrangements for notifying both parties of the outcome of the meeting. [Both parties leave the meeting to allow the Committee to reach a decision.]
12. The Committee deliberates in private and the Clerk takes a record of their findings.