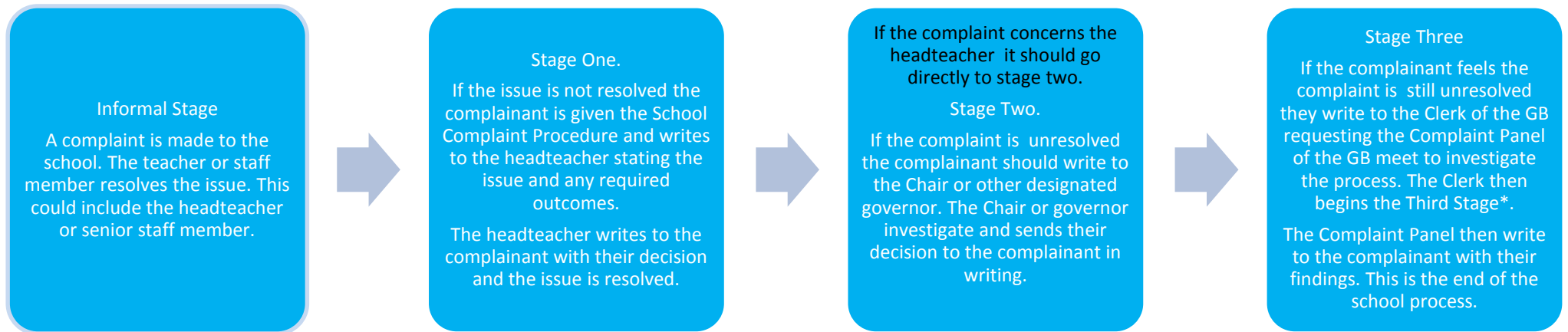


SHERBURN HIGH SCHOOL COMPLAINTS PROCEDURES – SUMMARY GUIDANCE



***In some circumstances the governing board may feel that in the interest of all parties (and under provisions of “The constitution of governing bodies of maintained schools. Statutory guidance for governing bodies of maintained schools and local authorities in England, part 6. March 2015”) that the panel may be made up of governors from another school or have additional governors from another school making up the panel. This is likely to happen when it becomes apparent that governors have received information about the complaint and therefore cannot be seen to act impartially. The DFE “Best Practice” Advice (Jan. 16) allows for the complainant to request an independent panel if they believe there is likely to be a bias in the proceedings. Schools should consider the request but ultimately, the decision is made by the governors.**

If the complaint is about a Governor, the complainant should write to the Clerk of the Governing Board and this will be investigated by the Chair or designated governor at stage two and can progress to stage three if necessary.

If the complaint is about the whole governing board the complainant should write to the Clerk of the Governing Board. Please see Complaint about Full Governing Board.

If the complainant remains unsatisfied after the third stage they may refer the matter to the Secretary of State, The Schools Complaints Unit (SCU) DFE, Piccadilly Gate, 2nd Floor, Manchester. M1 2WD.

See details on <https://www.gov.uk/complain-about-school>