

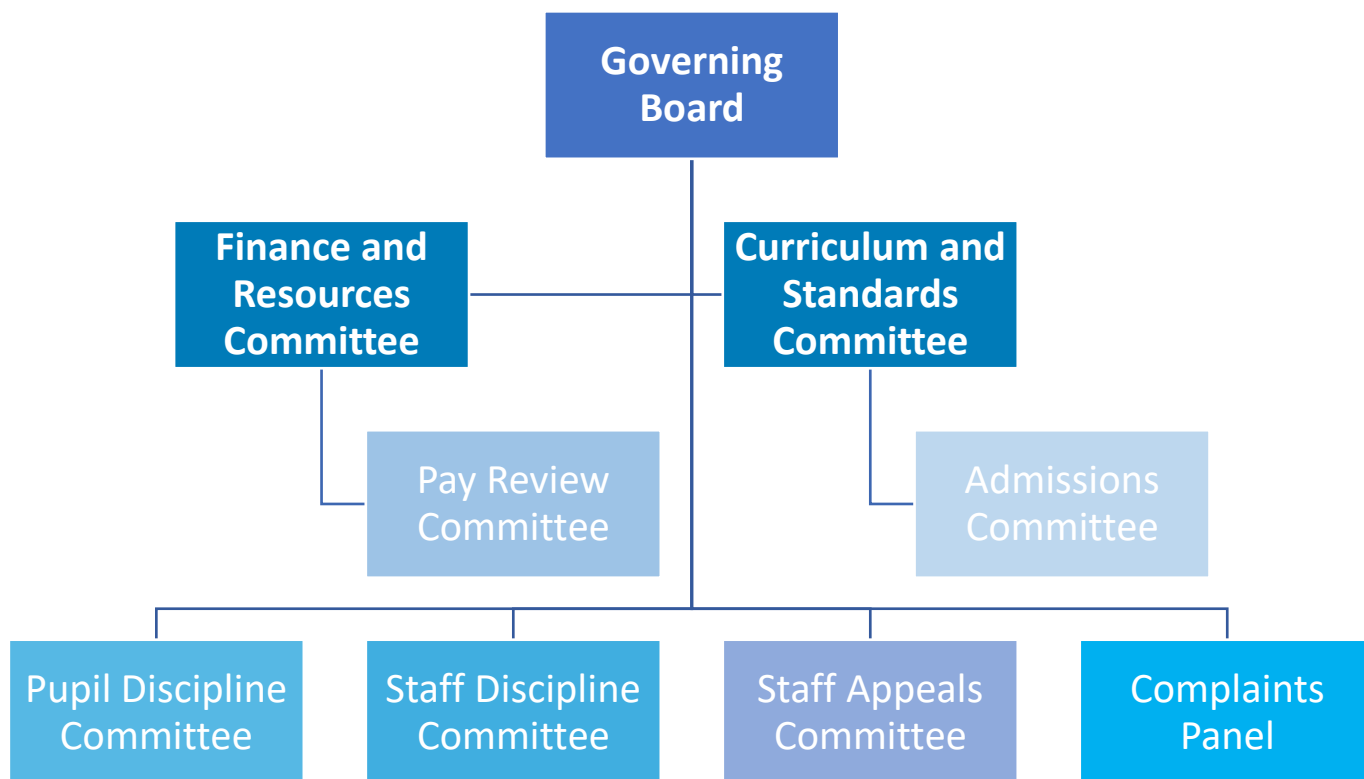
**GOVERNING BOARD AND
COMMITTEE TERMS OF
REFERENCE**

2026-27

1 Introduction and context

- 1.1 Terms of reference included in this document refer to and comply with the statutory duties required of a governing body and other guidance and regulations which are considered good practice.
- 1.2 Some duties can be delegated to committees and these are identified in the individual terms of reference of the committees of the Governing Board of Queensgate Foundation Primary School.
- 1.3 The terms of reference of the Governing Board and its committees will be made available on the governance pages of the school website.
- 1.4 The committee structure and duties of each committee will be reviewed by the Governing Board on an annual basis.
- 1.5 The Clerk to the Governing Board will ensure that the board's approval of the terms of reference is recorded in the minutes annually.

2 Governance structure



3 Broad remit of the Governing Board's committees

- 3.1 **Finance and Resources Committee** - responsible for staffing, finance, property management, health and safety and risk management.
- 3.2 **Curriculum and Standards Committee** - responsible for the quality of education including ensuring a broad and balanced curriculum is being taught, target setting, assessment and outcomes and the quality of teaching.
- 3.3 **Pay review committee** (if duties are not considered by the Finance and Resources Committee) – at least three governors to consider the implementation of the teachers' pay and appraisal policies.
- 3.4 **Admissions committee** – at least three governors to consider applications for school places and matters relating to the admissions policy.
- 3.5 **Pupil Discipline Committee** – to review pupil discipline matters in relation to exclusion or suspension actions and associated representations
- 3.6 **Staff Discipline Committee** – to exercise delegated powers relating to staff terminations, grievances, discipline capability and competence.
- 3.7 **Staff Appeals Committee** – to hear, uphold or dismiss appeals against decisions of the Staff Discipline Committee
- 3.8 **Complaints Panel** – to consider formal complaints resulting from the procedures of the school's complaints policy.

4 Committee decisions

- 3.2 The Governing Board acknowledges that it is a legal requirement that decisions made by any of its committees are reported at the next governing board meeting, either by a verbal update from the committee chair or by receipt and noting of committee minutes.
- 3.3 A 'quorum' is the minimum number of governors that must be present at a Governing Board or one of its committee meetings in order for official decisions to be made. When a quorum is present, the meeting is said to be 'quorate'.
- 3.4 The quorum for a meeting of the Governing Board is one-half (rounded up to the nearest whole number) of the membership of the governing board, **excluding** any vacancies. This also excludes any associate members, as they aren't considered members of the governing board.
- 4.4 A quorum for committee meetings is determined by the committee and approved by the Board, but must be made up of at least three governors who are members of that committee. Again, associate members don't count towards a quorum, though they may have voting rights in the committee.

TERMS OF REFERENCE

Governing Board

1 Overview and purpose

- 1.1 The Governing Board shall exercise duties and powers required of it and within its remit that will focus on:
 - 1.1.1 Ensuring clarity of vision, ethos and strategic direction
 - 1.1.2 Holding school leaders to account for the educational performance of the organisation and its pupils, and the effective and efficient performance management of staff; and
 - 1.1.3 Overseeing the financial performance of the organisation and making sure its money is well spent

2 Frequency of meetings

- 2.1 Meetings shall be held termly, i.e. at least three per annum. Additional meetings may be convened if required.

3 Membership and constitution

- 3.1 The composition of the Governing Board is set out in the Instrument of Government, as follows:
 - 3.1.1 Three (3) parent governors (*at least two parent governors*)
 - 3.1.2 One (1) local authority governor
 - 3.1.3 One (1) headteacher
 - 3.1.4 One (1) staff governor
 - 3.1.5 Three (3) partnership governors
 - 3.1.6 Five (5) co-opted governors (*Such number as the governing body consider necessary. The total number of co-opted governors who are eligible to be elected as staff governors, when counted with the staff governor and the headteacher, must not exceed one third of the total membership of the governing body*)
 - 3.1.7 The total number of governors is fourteen (14)

4 Aims and objectives

- 4.1 To deliver governance and strategic leadership that sets and champions, vision, ethos and strategy
- 4.2 To ensure accountability that drives up educational standards and financial performance
- 4.3 To maintain a Governing Board and appoint senior leaders with the right skills, experience, qualities and capacity
- 4.4 To develop and maintain structures that reinforce clearly defined roles and responsibilities
- 4.5 To uphold and sustain compliance with statutory and contractual requirements
- 4.6 To advance and support continuous evaluation to monitor and improve the quality and impact of governance

5 Remit and responsibilities

- 5.1 Agree and monitor a strategic framework, including a vision and strategic priorities and a governance code of conduct
- 5.2 Hold leaders to account for both educational performance and for financial performance, ensuring all statutory duties are considered annually
- 5.3 Agree to delegate staff appointments to the Headteacher, appoint a new headteacher or deputy headteacher and appoint an external advisor and performance management governors to conduct the headteacher's appraisal
- 5.4 Agree financial limits and delegation
 - The level of delegation to the Headteacher for financial management.
 - The limit of virement or contracts that may be authorised by the Headteacher.
 - The authorisation of staff responsibilities for orders and invoices.
- 5.5 Approve policies:
 - Safeguarding and Child Protection policies and adopt the statutory guidance
 - Keeping Children Safe in Education
 - Special Education Needs & Disabilities (SEND) information report and SEND policy
 - Teacher's Pay policy
 - Complaints
 - Staff discipline policy, staff grievance policy and staff code of conduct
 - To produce and approve a behaviour principles written statement

- 5.6 Ensure all statutory information is published on the school website including governance information
- 5.7 Ensure that a member of the board oversees the SATS process to ensure there are no actions which could compromise the integrity of results

Terms of Reference

Finance and Resources Committee

1 Overview and purpose

- 1.1 The Finance and Resources Committee is responsible for the delegated oversight, governance and validation of the school's responsibilities in relation to financial and resource management
- 1.2 The Finance and Resources Committee has high level responsibility and ownership of financial operations, controls and fiscal governance as well as accountability for all of the school's broader business and operations

2 Frequency of meetings

- 2.1 Meetings shall be held termly, i.e., three per annum. Additional, ad-hoc meetings may be convened if required.

3 Membership and constitution

- 3.1 The composition of the Finance and Resources Committee is as follows:
 - 3.1.1 Five (5) governors normally appointed by the Board with a view to the candidates providing skills and experience relevant to the running of the school
 - 3.1.2 To avoid conflict of interest, the Staff Governor will not serve as a member of the Finance and Resources Committee
 - 3.1.3 Equally, the Chair of Governors should not also chair the Finance and Resources Committee to ensure impartiality in the scrutiny of committee decisions by the Governing Board, if required
 - 3.1.2 The School Business Manager may regularly attend meetings in an advisory capacity

4 Aims and objectives

- 4.1 To ensure compliance with financial regulations and standing orders
- 4.2 To acknowledge all correspondence from the department of Education and the local authority and ensure it is brought to the attention of the Governing Board, and respond within the timelines required by the funders to secure compliance and effective financial governance
- 4.3 To ensure the provision of an annual budget, in accordance with local authority timelines, that forms the basis for financial monitoring, forecasting and budgetary control. This will include the provision

of monthly (or regular) management accounts, to monitor the overall financial operating performance of the school

- 4.4 To assure effective financial governance in financial operations by rigorously assessing the effective impact of expenditure, including best value and contract management. This will also include the maximisation of all sources of income to seek to drive efficiency and leveraging the economies of scale that are possible with the foundation school structure
- 4.5 To approve such policies as delegated to the Committee by the Governing Board

5 Remit and responsibilities

5.1 Finance

- 5.1.1 Approve annually and monitor the budget, financial limits and delegations, considering pupil numbers and the funding of school priorities. Approve amounts over the limit delegated to the Headteacher
- 5.1.2 Complete a self-assessment against the Schools Financial Value Standard (SFVS)
- 5.1.3 Ensure unofficial school funds are audited and planned expenditure is agreed to the best advantage of the school
- 5.1.4 Approve policies:
 - Charging and Remission (ensuring safeguarding procedures are followed relating to the use of premises for extended activities and community use)
 - Governor Expenses
- 5.1.5 Ensure government grant funding is allocated effectively to overcome barriers to learning and complies with funding conditions
- 5.1.6 Risk Management: seek assurance that risks, including the threat of cyber security, are being identified, assessed and sensibly managed, including those that are linked to strategic priorities

5.2 Staffing

- 5.2.1 Monitor staffing considerations including staff wellbeing and induction arrangements for early career teachers where appropriate
- 5.2.2 Approve the staff structure and review staffing levels whenever a vacancy occurs, or at least annually, in relation to the School Development Plan and curriculum requirements

5.2.3 Approve policies:

- Teacher Appraisal
- Capability of Staff
- Data Protection
- Freedom of Information Policy

5.3 Premises and Health and Safety

- 5.3.1 Approve a Health and Safety policy and ensure that the school meets all relevant health and safety legislation including first aid and asbestos management and that fire safety precautions are suitable and risk assessed annually and there is an effective system of consulting with and informing staff (including in induction) of health and safety issues
- 5.3.2 Ensure there is an annual inspection of the premises, grounds and safety management systems, and priorities for maintenance and development are identified and followed up
- 5.3.3 Ensure the school complies with any direction from the local authority concerning the health and safety of pupils involved in school activities off-site, including signing off relevant visits on appropriate management information systems

TERMS OF REFERENCE

Curriculum and Standards Committee

1 Overview and purpose

- 1.1 The Curriculum and Standards Committee is responsible for the oversight, governance, and validation of the school's responsibilities in relation to the curriculum and standards
- 1.2 The Curriculum and Standards Committee has high level responsibility and oversight of the curriculum framework relating to educational performance, quality and standards, and pupil welfare

2 Frequency of meetings

- 2.1 Meetings shall be held termly, i.e., three per annum. Additional, ad-hoc meetings may be convened if required

3 Membership and constitution

- 3.1 The composition of the Curriculum and Standards Committee is as follows:
 - 3.1.1 Five (5) governors normally appointed by the Governing Board with a view to the candidates providing particular skills and experience relevant to the running of the Trust and Company
 - 3.1.2 The Assistant Headteachers, SENDCo, appropriate curriculum leads and the School Business Manager may attend meetings in an advisory capacity

4 Aims and objectives

- 4.1 To ensure compliance with statutory curriculum and pupil welfare requirements
- 4.2 To acknowledge all correspondence from the Department for Education (DfE) and the local authority and ensure it is brought to the attention of the Governing Board, and respond within the timelines required to secure compliance and effective curriculum and standards
- 4.3 To assure effective governance in all school operations and development plans and strategies regarding curriculum and standards
- 4.4 To approve such policies as delegated to the committee by the Governing Board

5 Remit and responsibilities

5.1 Teaching and learning

- 5.1.1 Ensure that school is teaching the national curriculum, teaching time allocated for this is appropriate and information is provided on the school website
- 5.1.2 Ensure the school complies with the requirements of the Early Years Foundation Stage framework
- 5.1.3 Ensure assessment arrangements are in place and monitor the quality of education through the analysis of test results, data and reports from a number of sources to ensure that all groups of children, including the most vulnerable and high achievers make good progress
- 5.1.4 Consider the impact of government grant funding on outcomes for pupils.
- 5.1.5 Ensure the school reports at least annually to parents on their child's achievement and general progress

5.2 Pupils support and welfare

- 5.2.1 Ensure effective safeguarding and child protection procedures are in place, including safer recruitment and staff training, and understand how arrangements are monitored
- 5.2.2 Monitor the effectiveness of provision for children with special educational needs and disabilities (SEND) ensuring there is a qualified teacher designated as special educational needs and disabilities co-ordinator (SENDCo)
- 5.2.3 Monitor the effectiveness of provision for looked after children (LAC), previously looked after and those with a social worker
- 5.2.4 Ensure the school promotes the general wellbeing and mental health of pupils
- 5.2.5 Monitor pupil attendance and behaviour, ensure registers of pupils' admission and attendance are in place and termly absence data is provided in line with Education Act 1996
- 5.2.6 Monitor the use of suspensions and exclusions and pupils who are electively home educated
- 5.2.7 Ensure the provision of school lunches and/or other school food and milk meets DfE standards

5.2.8 Ensure the school meets its statutory obligations in respect of equality

5.2.9 Ensure feedback is gathered from pupils, parents and staff and consider the results

5.2.10 Approve policies:

- Supporting Pupils at School with Medical Conditions
- Relationships and Sex Education policy
- Accessibility Plan
- School Uniform Policy

TERMS OF REFERENCE

Admissions Committee

1 Overview and purpose

- 1.1 The Admissions Committee is responsible for the oversight, governance, and validation of the school's responsibilities in relation to its admissions arrangements
- 1.2 The Admissions Committee has high level responsibility and oversight of the school's admissions arrangements in accordance with the Schools Admissions Code and the School Admissions Appeals Code

2 Frequency of meetings

- 2.1 Meetings shall be held as required within statutory timescales. Additional, ad-hoc meetings may be convened, if required, to consider extraordinary admissions applications or circumstances

3 Membership and constitution

- 3.1 The composition of the Admissions Committee is as follows:
 - 3.1.1 Either three (3) or five (5) members normally appointed by the Governing Board with a view to the candidates providing particular skills and experience relevant to admissions arrangements
 - 3.1.2 Three or five members are required to allow majority decisions to be possible in the consideration of admissions applications
 - 3.1.3 It is considered good practice to appoint the Headteacher (or representing officer) to the Admissions Committee, but they cannot act in place of the Governing Board in determining the school's admissions policy, or in place of the Admissions Committee in deciding the admission of any individual child

4 Aims and objectives

- 4.1 To ensure compliance with statutory school admissions requirements
- 4.2 To acknowledge all correspondence from the Department for Education (DfE) and the local authority and ensure it is brought to the attention of the Governing Board, and respond within the timelines required to secure compliance and effective admissions arrangements
- 4.3 To assure effective governance in all admissions arrangements

4.4 To approve such policies as delegated to the committee by the Governing Board

5 Remit and responsibilities

5.1 To draft and review the school's admission arrangements, including its over-subscription criteria

5.2 To consult as appropriate with other admission authorities on any non-statutory changes to the school's admission arrangements and over-subscription criteria within required timescales and in-line with the Schools Admissions Code

5.3 To report consultation comments and recommended changes to the Governing Board for consideration

5.4 To ensure admission arrangements are approved annually by the Governing Board

5.5 Additional delegated responsibilities for the committee include¹:

- Ensuring applications are prioritised by reference to the over-subscription criteria, and that this is applied lawfully and in accordance with the school's policy
- Determining within statutory provisions and the Governing Board's admission arrangements, whether any child should be admitted to the school during the September admissions round
- Reporting admission outcomes to the Governing Board in broad terms
- Reporting all in-year admissions to the Governing Board in broad terms

¹ Note that the Governing Board of Queensgate Foundation Primary School's has agreed that admissions applications are processed by the Isle of Wight Council in accordance with the local authority's coordination scheme.

TERMS OF REFERENCE

Pay Review Committee

1 Overview and purpose

- 1.1 The Pay Review Committee is responsible for the oversight, governance, and validation of the school's responsibilities in relation to teachers' pay and appraisal arrangements
- 1.2 The Pay Review Committee has high level responsibility and oversight of the implementation of the school's teachers' pay and appraisal policies, in compliance with the Department for Education's 'School teachers' pay and conditions document 2025 and guidance on school teachers' pay and conditions'

2 Frequency of meetings

- 2.1 Meetings shall be held as required within statutory timescales, usually annually before 31 October in each year. Additional, ad-hoc meetings may be convened, if required, to consider extraordinary pay reviews or circumstances

3 Membership and constitution

- 3.1 The composition of the Pay Review Committee is as follows:
 - 3.1.1 Either three (3) or five (5) members normally appointed by the Governing Board with a view to the candidates providing particular skills and experience relevant to teachers' pay and appraisal arrangements
 - 3.1.2 Three or five members are required to allow majority decisions to be possible in the consideration of pay reviews
 - 3.1.3 The Headteacher, or representing officer, may attend to act in advisory capacity and to present cases for pay review, if required.
 - 3.1.4 A separate meeting should be conducted to consider the performance management of the Headteacher

4 Aims and objectives

- 4.1 To ensure compliance with statutory and school pay and appraisal requirements
- 4.2 To acknowledge all correspondence from the Department for Education (DfE) and ensure it is brought to the attention of the Governing Board, and respond within the timelines required to secure compliance and effective pay review and appraisal arrangements

4.3 To assure effective governance in all pay review and appraisal arrangements

5 Remit and responsibilities

5.1 Request evidence to ensure Teacher's Pay and Appraisal policies are being effectively implemented, and pay awards are linked to performance and development opportunities are identified

5.2 Endorse and approve pay review recommendations

TERMS OF REFERENCE

Pupil Discipline Committee

1 Overview and purpose

- 1.1 The Pupil Discipline Committee is responsible for the oversight, governance, and validation of the school's responsibilities in relation to pupil suspension and permanent exclusion from school
- 1.2 The Pupil Discipline Committee has high level responsibility and oversight of the school's suspension and permanent exclusion arrangements in accordance with school policies and compliance with the Department for Education's 'Suspension and permanent exclusion from maintained schools, academies and pupil referral units in England, including pupil movement' (July 2026)

2 Frequency of meetings

- 2.1 Meetings shall be held as required within statutory timescales to consider parent representations in relation to pupil suspensions and permanent exclusions

3 Membership and constitution

- 3.1 The composition of the Pupil Discipline Committee is as follows:
 - 3.1.1 Either three (3) or five (5) members normally appointed from the Governing Board with a view to the candidates providing particular skills and experience relevant to suspension and exclusion arrangements
 - 3.1.2 Three or five members are required to allow majority decisions to be possible in the consideration of the review of pupil suspensions and exclusions
 - 3.1.3 The Headteacher (or representing officer) may attend suspension and exclusion review meetings to present the school's case for the suspension or permanent exclusion of a pupil

4 Aims and objectives

- 4.1 To ensure compliance with statutory suspension and exclusion requirements
- 4.2 To acknowledge all correspondence from the Department for Education (DfE), the local authority, and/ or other schools, and ensure it is brought to the attention of the Governing Board, and respond within the timelines required to secure compliance and effective review suspension and permanent exclusion arrangements

4.3 To assure effective governance in all suspension and permanent exclusion arrangements

5 Remit and responsibilities

5.1 Review permanent exclusions and suspensions converted to permanent exclusions

5.2 Consider any representations from parents where a pupil has been suspended for five school days or fewer

5.3 Examine any suspension of all pupils given a suspension of more than five days but no more than 15 school days in one term if requested to do so by the parent

5.4 Review any exclusion that would result in a pupil missing a public examination or national curriculum test

5.5 Consider all suspensions totalling more than fifteen school days, or which brings the pupil's total number of days of suspension to more than 15 days in one term

5.6 Review the circumstances in which the pupil was excluded or suspended and consider any representations about the suspension or exclusion made by the parent or the local authority

5.7 Determine whether the pupil should be reinstated immediately, reinstated by a particular date, or not reinstated

5.8 Conclude if the decision to suspend or exclude was lawful, reasonable and procedurally fair, taking into account the Headteacher's legal duties

TERMS OF REFERENCE

Staff Discipline Committee

1 Overview and purpose

- 1.1 The Staff Discipline Committee is responsible for the oversight, governance, and validation of the school's responsibilities in relation to its staff discipline arrangements
- 1.2 The Staff Discipline Committee has high level responsibility and oversight of the school's staff disciplinary procedures in accordance with its Disciplinary Policy

2 Frequency of meetings

- 2.1 Meetings shall be held as required within policy timescales.

3 Membership and constitution

- 3.1 Where it is considered necessary that staff disciplinary matters require involvement of the Governing Board, in accordance with the school's Disciplinary Policy and Scheme of Delegation, the composition of the Staff Discipline Committee is as follows:
 - 3.1.1 Either three (3) or five (5) members normally from the Governing Board with a view to the candidates providing particular skills and experience relevant to staff disciplinary arrangements
 - 3.1.2 Three or five members are required to allow majority decisions to be possible in the consideration of staff disciplinary matters
 - 3.1.3 Governors who are also members of staff are not permitted to serve on the Staff Discipline Committee
 - 3.1.4 The Headteacher (or representing officer) may attend to present the case under review by governors

4 Aims and objectives

- 4.1 To ensure compliance with school's staff disciplinary requirements
- 4.2 To assure effective governance in staff discipline arrangements

5 Remit and responsibilities

- 5.1 Exercise delegated powers in the management and termination of employment of staff, e.g. grievance, discipline, capability, competence

- 5.2 Consider any representations or evidence from staff and/ or their spokespersons
- 5.3 Consider any representations or evidence from management or other appropriate officers
- 5.4 Determine whether to uphold, or not, the case against the member of staff
- 5.5 Conclude an appropriate outcome for the disciplinary hearing and decide on a proportionate penalty, i.e., no consequence, first written warning, final written warning, dismissal
- 5.6 Consider alternative disciplinary action such as suspension without pay, demotion, transfer to other work, or a loss of seniority
- 5.7 Consider redeployment to another role where a warning is issued, if the circumstances have concluded that it would be inappropriate for an employee to remain in their current role, i.e., if incompetence in their current role is proven and to keep them in that role would be detrimental to the organisation, employees or people under the school's care

TERMS OF REFERENCE

Staff Appeals Committee

1 Overview and purpose

- 1.1 The Staff Appeals Committee is responsible for the oversight, governance, and validation of the school's responsibilities in relation to appeals from staff
- 1.2 The Staff Appeals Committee has high level responsibility and oversight of staff appeals in accordance with all relevant staffing policies and associated decisions of the Pay Review Committee and Staff Discipline Committee

2 Frequency of meetings

- 2.1 Meetings shall be held as required within policy and statutory timescales.

3 Membership and constitution

- 3.1 The composition of the Staff Appeals Committee is as follows:
 - 3.1.1 Either three (3) or five (5) members normally from the Governing Board with a view to the candidates providing particular skills and experience relevant to staff appeals arrangements
 - 3.1.2 Three or five members are required to allow majority decisions to be possible in the consideration of staff appeals
 - 3.1.3 Membership must not include governors who were involved in the original case, or decision, which is subject to appeal
 - 3.1.4 Governors who are also members of staff are not permitted to serve on the Staff Appeals Committee
 - 3.1.5 Governors should not be a member of the Staff Appeals Committee if they have any personal relationship to the member of staff making the appeal, or if they have detailed knowledge of the case
 - 3.1.6 The Headteacher (or representing officer) may attend in an advisory capacity, or to present the school's case under review by governors

4 Aims and objectives

- 4.1 To ensure compliance with statutory and school requirements in relation to staff appeals

- 4.2 To assure effective governance in the handing of staff appeal arrangements

5 Remit and responsibilities

- 5.1 Consider any appeal from members of staff against decisions made by the Pay Review Committee, which relate to them as individuals and their personal pay, as set out in the school's Teachers' Pay Policy
- 5.2 Consider any appeal from members of staff against decisions of the Staff Discipline Committee, which concern them as individuals about matters relating to, for example, staff discipline, staff dismissal, other termination, redundancy, redeployment, demotion
- 5.3 Consider evidence, including any new evidence, presented to support the staff appeal
- 5.4 Uphold, or dismiss the appeal, and determine whether the grounds for any previous pay decision or disciplinary action were valid, or not
- 5.5 Determine whether the pay decision under appeal remains the same, or should be increased
- 5.6 Determine whether the previous disciplinary sanction remains the same, or should be increased, reduced or removed

TERMS OF REFERENCE

Complaints Panel

1 Overview and purpose

- 1.1 The Complaints Panel is responsible for the oversight, governance, and validation of the school's responsibilities in relation to its handling of complaints
- 1.2 The Complaints Panel has high level responsibility and oversight of the school's complaints arrangements in accordance with its Complaints Policy and Procedures and the Department for Education's 'Best practice guidance for school complaints procedures'

2 Frequency of meetings

- 2.1 Meetings shall be held as required within policy and DfE guidance timescales.

3 Membership and constitution

- 3.1 The composition of the Complaints Panel is as follows:
 - 3.1.1 Either three (3) or five (5) members normally from the Governing Board with a view to the candidates providing particular skills and experience relevant to handling formal complaints
 - 3.1.2 Three or five members are required to allow majority decisions to be possible in the consideration of admissions applications
 - 3.1.3 Membership must not include governors who have previously been involved in the investigation of the complaint at an earlier stage, or if they have detailed knowledge of the complaint
 - 3.1.4 If the Board is unable to nominate three of its governors to consider the complaint, independent governors may be sourced through other local schools or the local authority's Governor Services
 - 3.1.5 If the Board considers it more appropriate, an entirely independent committee may be convened to hear the complaint
 - 3.1.6 The Headteacher (or representing officer) may attend in an advisory capacity, or to present the school's case in response to the complaint

4 Aims and objectives

- 4.1 To ensure compliance with DfE guidance and the school's Complaints Policy and Procedures
- 4.2 To acknowledge all correspondence from the Department for Education (DfE) and/ or any other regulatory body that may be involved in a complaint and ensure it is brought to the attention of the Governing Board, and respond within the timelines required to secure compliance and effective complaints arrangements
- 4.3 To assure effective governance in all complaints procedures

5 Remit and responsibilities

- 5.1 Consider any formal complaint made pursuant to the school's formal complaints procedure
- 5.2 Review the evidence presented in support of, or against, the complaint
- 5.3 Uphold, or dismiss, the complaint, in whole or in part
- 5.4 If the complaint is upheld in whole or in part, the committee will determine any appropriate action to resolve the complaint, if possible
- 5.5 Where appropriate, the committee may recommend changes to the school's systems or procedures to avoid or prevent further issues and complaints in the future
- 5.6 Advise complainants of how to contact the Department for Education should they remain dissatisfied with the outcome of the complaint, or how the complaint has been handled by the school