

- Uphold the complaint in whole or in part
- Dismiss the complaint in whole or in part
- Reach a judgement on the appropriate action to be taken to resolve the complaint
- Recommend the consideration of changes to the school's systems or procedures to ensure that problems of a similar nature do not recur

In undertaking any of the above, the Panel should particularly consider:

- Whether the earlier investigation(s) were conducted appropriately and reasonably
- Whether the decision of the Headteacher/Chair of Governors was reasonable in the light of the information gathered and presented.

The panel may determine an alternative outcome to the complaint, based on the same information.

The aim of the hearing is to establish the facts and make recommendations which will assure the complainant that his or her complaint has been taken seriously. The Panel should always seek to resolve the complaint and achieve reconciliation between the school and the complainant. It is recognised that the complainant may not be satisfied with the outcome, if the hearing does not find in their favour. However, it is hoped that they will feel that the consideration of their complaint has been fair and thorough.

The Chair of the Panel must ensure that that the complainant is notified of the panel's decision, in writing, within 2 working days.

### **Next Steps if the Complainant is not Satisfied following Stage 3**

If the complainant is not satisfied with the outcome of their complaint after receiving the outcome of the Panel meeting in writing, there are procedures external to the school via Derbyshire County Council's School Complaints Unit, to which the matter can be referred should the complainant wish. Details of these procedures are contained within Appendix 1 to this policy. Details of the school's approach for dealing with unreasonably persistent complaints and unreasonable behaviour during the complaints process are contained within Appendix 5.

Adopted by the governing body of Buxton Infant School on **05<sup>th</sup> February 2019**