

## Complaints Committee Terms of Reference

<b>School name</b>	Easingwold Community Primary School
<b>Name of committee</b>	<i>Complaints Committee</i>
<b>Date terms of reference agreed</b>	25/9/25
<b>Date of next review</b>	September 26
<b>Membership, others in attendance and quorum</b>	<i>Membership of the Committee 3 – can include Governors from another Board The quorum for the committee 3</i>
<b>Clerk</b>	<i>Lesley Barber or other NYC Appointed Clerk</i>
<b>Delegation</b>	Committee received delegation to act within these terms of reference
<b>Committee responsibilities</b>	<p>Consider the complaint and all the evidence presented and decide whether to:</p> <ul style="list-style-type: none"> <li>• uphold the complaint in whole or in part,</li> <li>• dismiss the complaint in whole or in part.</li> </ul> <p>If the complaint is upheld in whole or in part, the committee will:</p> <ul style="list-style-type: none"> <li>• decide on the appropriate action to be taken to resolve the complaint,</li> <li>• where appropriate, recommend changes to the school’s systems or procedures to prevent similar issues in the future.</li> </ul>