**Complaints Panel**

**ORDER OF PROCEEDINGS**

* Welcome, introductions and explanation of proceedings by the Chair;
* The Complainant (or representative) is invited to explain the complaint;
* The Headteacher (or representative) may question the Complainant;
* The Panel may ask questions at any time;
* If there are any witnesses for the Complainant they are invited individually into the room to make their points, the Headteacher and the Panel may question them and then the witness is invited to leave;
* The Headteacher is invited to explain the school’s actions;
* The Complainant and the Panel may ask questions;
* Any witnesses for the school are invited in and treated in the same way as the Complainant’s witnesses;
* The Chair checks that all parties have said all they need to, then the Complainant, followed by the headteacher is invited to sum up;
* The Chair explains that the decision will be issued within 3 school days and all parties leave together;
* The Panel makes its decision (advised on law and procedure by member of Diocesan Education Service, if present.)