

investigation. Where further investigation is required, the Panel will decide how it should be carried out.

After due consideration of all facts they consider relevant, the Panel will make findings as to whether or not the Stage 2 decision was a reasonable one and accordingly decide whether to:

Dismiss the complaint(s) in whole or in part;

Uphold the complaint(s) in whole or in part; and

May make recommendations.

The Panel (through the Clerk) will write to the parents informing them of its decision and the reasons for it, within seven working days of the hearing (although additional time may be required if it is necessary to carry out further investigations following the hearing). The

any) will be sent by electronic mail or otherwise given to the parents, the Chair of Governors and the Head Master (MTS) or Head (MTP).

Persistent correspondence

Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this may be regarded by the School as vexatious and outside the scope of this procedure.

Recording Complaints and use of personal data

Following resolution of a complaint, the School will keep a written record of all formal complaints (i.e. those that proceed to Stage 2 and beyond) and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld). These will be kept for seven years.

The School processes data in accordance with its Data Protection Policy. When dealing with

5. The Panel will conduct the hearing fairly and carefully. However, as the hearing does not form part of formal legal proceedings, the Panel will not be bound by the strict rules of evidence and will reach its decision on the civil standard of proof namely the balance of probabilities. It will give such weight as it considers appropriate to the evidence in whatever form it is tendered.
6. The Clerk to the Governors will take notes at the hearing. The note-verbatim note but rather an accurate reflection of what was discussed. Minutes of the hearing should then be prepared following the hearing and circulated to all parties including parents.
7. Parents are not entitled to record the hearing or require the school to record the hearing. This is because the minutes prepared by the note taker are the official record of what was discussed.
8. Relevant papers will be submitted to the Panel and circulated to all parties in advance of the hearing. If you have any additional information you would like the Panel to consider, you must provide this to the Clerk to the Governors no later than four working days in advance of the hearing. Any documentation which is submitted late may result in a delay to the start of the Panel hearing or a delay in reaching their decision.
9. The Panel may, for any reason it considers appropriate, adjourn any hearing at any time; but if it does so it shall reconvene as soon as practicable. In exercising its discretion under this paragraph, the Panel will give full consideration to any reasonable request made on behalf of the Parents.
10. If the Panel concludes that the decision of the Head in relation to the complaint at Stage 2 was a reasonable decision to take in the circumstances it will uphold the decision in whole or in part. If the Panel concludes that the decision was unreasonable it will uphold the complaint in whole or in part. The Panel may also decide on appropriate action to resolve the complaint or make
11. The Panel is unable to make a financial award on behalf of the School.