


- Make sure that the entire proceedings, from receiving the complaint until the Complaints Committee decision is communicated to the complainant and Head teacher, adheres to the school's complaints policy.
 - Do not allow matters to drift as this might well make things worse. Organise the hearing as quickly as possible though the timing of the hearing must be convenient to all parties.
 - Read, and make sure you understand, all the literature you are given which relates to the case.
 - Ensure that no member of the Complaints Committee is "tainted" or "compromised" in any way.
 - Remember that all matters relating to the complaints are confidential, so do not discuss the case with anyone including other governors.
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- Ensure that the proceedings are conducted in a manner which is business-like, but not intimidating, and shows clearly that the complaint is being treated seriously.
- Do not come to any conclusions before the hearing. Keep an open mind and remember that you are there to judge issues impartially and not to act as an advocate for or supporter of the school.
- During the hearing, make sure discussion does not drift onto issues other than the complaints being made.
- When asking questions be courteous but assertive and certainly not aggressive.