

## Complaints Policy

### APPENDIX B

	Indicative checklist for a Panel Hearing
<input type="checkbox"/>	The hearing is as informal as possible
<input type="checkbox"/>	Witnesses are only required to attend for the part of the hearing in which they give their evidence and should be kept to a minimum.
<input type="checkbox"/>	After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses
<input type="checkbox"/>	The Headteacher may question both the complainant and the witnesses after each has spoken
<input type="checkbox"/>	The Headteacher is then invited to explain the academy's actions, and be followed by the academy's witnesses
<input type="checkbox"/>	The complainant may question both the Headteacher and the witnesses after each has spoken
<input type="checkbox"/>	The Panel may ask questions at any point
<input type="checkbox"/>	The complainant is then invited to sum up their complaint
<input type="checkbox"/>	The Headteacher is then invited to sum up the academy's actions and response to the complaint
<input type="checkbox"/>	Both parties leave together while the panel decides on the issues
<input type="checkbox"/>	The Chair explains that both parties will hear the Panel within a set timescale