**Complaints Policy**

**APPENDIX B**

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|  | **Indicative checklist for a Panel Hearing** |
|  | The hearing is as informal as possible |
|  | 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. |
|  | After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses |
|  | The Headteacher may question both the complainant and the witnesses after each has spoken |
|  | The Headteacher is then invited to explain the academy’s actions, and be followed by the academy’s witnesses |
|  | The complainant may question both the Headteacher and the witnesses after each has spoken |
|  | The Panel may ask questions at any point |
|  | The complainant is then invited to sum up their complaint |
|  | The Headteacher is then invited to sum up the academy’s actions and response to the complaint |
|  | Both parties leave together while the panel decides on the issues |
|  | The Chair explains that both parties will hear the Panel within a set timescale |