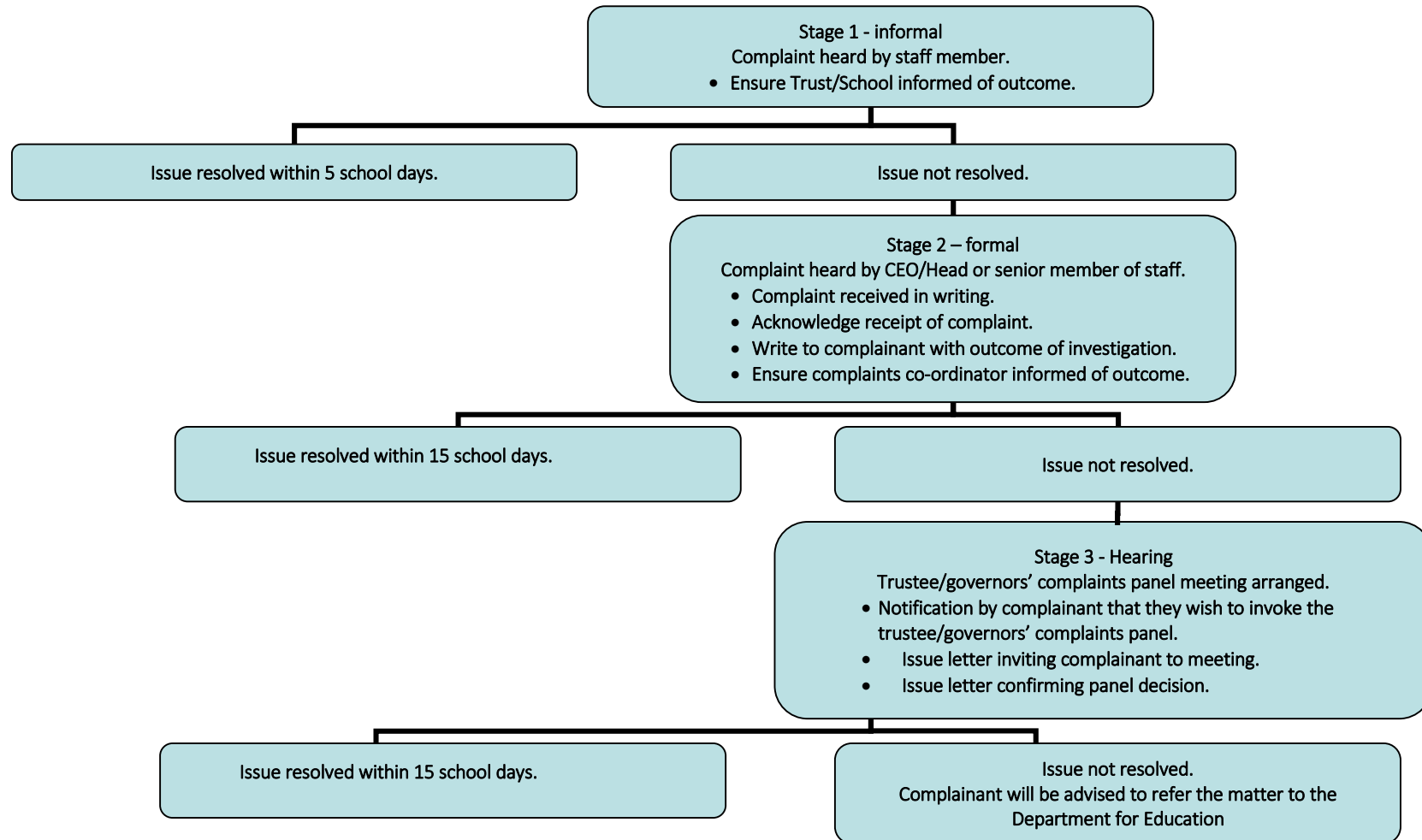


PIONEER COMPLAINTS PROCEDURE GUIDANCE

Annex B: FLOWCHART FOR THE COMPLAINTS PROCEDURE



Annex C

Checklist for a Complaints Panel Hearing

The Complaints Panel need to take the following points into account:

- 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.
- After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses.
- The CEO/Head Teacher/Head of School may question both the complainant and the witnesses after each has spoken.
- The CEO/Head Teacher/Head of School is then invited to explain the school's actions and be followed by the school's witnesses.
- The complainant may question both the CEO/Head Teacher/Head of School 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 CEO/Head Teacher/Head of School is then invited to sum up the school's actions and response to the complaint.
- Both parties leave together while the panel decide on the issues.
- The Chair explains that both parties will hear from the panel within a set time scale.