

Title	Reviewer	Approved		Review Date
Complaints about the Governance Professional / Clerk	Ian Clennan	Trust Meeting	Oct 2022	Oct 2025

To be reviewed every 3 years or as required

COMPLAINTS ABOUT THE GOVERNANCE PROFESSIONAL / CLERK

1. Purpose of the Procedure

To ensure all complaints about the Governance Professional / Clerk are handled in a fair and consistent manner adhering to open and transparent governance.

2. Objective

To describe the formal procedure for dealing fairly and consistently with complaints about the Clerk.

3. Procedure

Complaints must relate to:

- an alleged breach, or a non-observance of roles as allocated under the Trust's Instrument and Articles of Government; Scheme of Delegation or Governance Handbook.

4. Complaint Process

STEP 1

First, the complainant should try to resolve the matter informally via the Governance Professional / Clerk.

STEP 2

If Step 1 did not resolve the problem, the complainant should make a complaint in writing to:

The Chair
Selby Educational Trust
Flaxley Road
Selby
YO8 4DL

The complainant will be expected to state clearly the nature of their complaint and if appropriate provide copies of any related documentation. The complainant should also state the outcome they are seeking.

Note: It is not possible for a complainant to seek the disciplining or removal of the Governance Professional / Clerk since this is a decision for the Trust in accordance with the Trust's Instruments and Articles of Government.

STEP 3

- The Chair will acknowledge receipt of the complaint in writing within seven working days and keep a record of when the complaint was received

- The Chair will either investigate the complaint themselves or delegate to one or more Trust Members/Directors

STEP 4

The investigator/s will

- consider the complaint and if necessary, in order to determine disputed issues of fact, interview the complainant and those who are the subject of the complaint. They may refer issues to Selby Educational Trust's Auditors (external/and or internal) or other independent advisers, as they feel appropriate.
- produce a written report of their findings in relation to the complaint and provide the complainant and the Trust with a copy of the report. In any event they shall produce an interim report within (28) days of the complaint being referred to them.

Where possible, the investigation will be completed within 14 working days of receipt of the complaint. If this is not possible then the investigator/s will inform the complainant of progress at least every 14 days.

STEP 5

At the next scheduled Trust meeting after receipt of the written report, the findings will be considered. It will be determined whether the Trust concluded the complaint is substantiated in whole or part, and if so, what action should be taken. The Governance Professional / Clerk will be required to withdraw from the meeting and take no part in discussion of the investigation

STEP 6

Within seven working days of the Trust's determination of the complaint, the Chair will provide a written response to the complainant and to the Governance Professional / Clerk, advising on reasons for the Trust's decision.

The response will include details of any arrangements for pursuing the matter with any relevant external body.

Papers will be retained for 7 years.

5. Equality and Diversity Statement

Selby Educational Trust welcomes and celebrates equality and diversity. We believe that everyone should be treated equally and fairly regardless of their age, disability, gender, gender identity, race, religion or belief, sexual orientation and socio-economic background. We seek to ensure that no member of the Trust community receives less favourable treatment on any of these grounds which cannot be shown to be justified.

This document is written with the above commitment, to ensure equality and diversity is at the centre of working life at Selby Educational Trust.

6. Safeguarding Policy

Selby Educational Trust recognises its moral and statutory responsibility to safeguard and promote the welfare of students. We work to provide a safe and welcoming environment where students are respected and valued. We are alert to the signs of abuse, neglect, radicalisation and

extremism and follow our procedures to ensure our students receive effective support, protection and justice. Selby Educational Trust expects governors, staff and volunteers working on behalf of the Trust to share this commitment.

7. Fraud, Bribery & Corruption

Selby Educational Trust follows good business practice and has robust controls in place to prevent fraud, corruption and bribery. Due consideration has been given to the Fraud Act 2006 and the Bribery Act 2010 in the development/review of this policy document and no specific risks were identified.

8. Approval And Review Of This Policy

This Complaints Procedure was approved by Selby Educational Trust on October 2022 and will be reviewed every 3 years, or more frequently should circumstances change.