



Complaints Trustee Role

This document is to be read in conjunction with the Trustee role job description

Role

Complaints trustee of St Paul's Steiner School is responsible for the oversight of the Complaints policy, and to ensure that all concerns are handled appropriately and according to the Policy.

Purpose

While all Trustees have ultimate responsibility for the organisation, the Complaints trustee helps the other trustees carry out their obligation to have a good oversight of the school's policies in order to be knowledgeable in their ability to handle concerns.

Time commitment at the School

Approximately 8 hours a month. In addition to attending the eight Board meetings a year and the Annual General Meeting, the complaints trustee will be available to handle specific concerns. Because of the nature of this post, this could be flexible.

Specifications

- Have knowledge of, and be able to advise on, all aspects of the organisation's internal complaint procedures and be trained to receive, investigate and deal with complaints about the school
- To have the skills to be able to act with sensitivity as well as be objective and impartial
- Have access to staff at all levels of the organisation so that complaints can be resolved quickly
- An understanding or appreciation of Steiner Waldorf education
- Must not be a parent of the school due to conflict of interest

St Paul's Steiner School is committed to equality of opportunity.

St Paul's Steiner School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Complaints Trustee will need to have an up-to-date Enhanced Disclosure and Barring Service (DBS) check prior to taking up their post or role, as well as undertake appropriate training necessary to the role.

We encourage applications from individuals of BAME backgrounds.