COMPLAINTS AGAINST THE BOARD

Purpose – The RNN Group Board is committed to ensuring that any member of the public wishing to make a complaint against the Board has a clear process to follow.

1. Principles

Any member of the public wishing to make a complaint against the Board or against an individual Board member will be asked to put the matter in writing to the independent Director of Governance at sarah.connerty@rnngroup.ac.uk; Director of Governance, RNN Group, Eastwood Building, Eastwood Lane, Rotherham, S65 1EG.

The Director of Governance is authorised by the Board to arrange for any such complaint to be investigated and to report to the Department for Education (DfE)if in their judgement this is warranted by the nature of the complaint.

The complainant should state clearly the complaint, identifying the complainant. Complaints must relate to:

1. The performance by the Board or a Board member, or the functions allocated to them under the Articles of Government of the Group; and/or
2. The exercise of the Board of its powers; and/or
3. Any other alleged breach or non observance of the duties of the Board, or Board member under the Instruments and Articles of Government of the Group, its Code of Conduct for Governors, relevant provisions of the DfE Accountability Agreement, the College Financial Handbook or the AoC Code of Good Governance for FE Colleges
4. The complainant will be expected to state clearly the nature of and grounds for the complaint and, if appropriate, provide copies of relevant documentation. The complainant should also state the remedy they are seeking. It is not possible for a complainant to seek the disciplining a member of staff or the removal of a Board member since these are decision for the CEO and Principal of the Group and the Board respectively in accordance with the Instruments and Articles of Government of the Group.

The Director of Governance will:

1. Acknowledge receipt of the complaint within seven working days
2. Refer the complaint to one or more of the following for investigation: the Audit and Risk Committee; one or more Board members; a person (nominated by an external sector body) who has substantial knowledge of governance
3. The person(s) shall consider the complaint and if necessary to determine the facts, interview the complainant and those subject of the complaint. The person has the authority to refer the complaint to independent advisors as appropriate
4. The person(s) to provide a written report of the findings in relation to the complaint and provide the complainant and the Board with a copy of the report as soon as possible
5. If further investigation and decision making is required an interim report will be produced within 28 days of the complaint being referred to them. At its next scheduled Board meeting after receipt of the findings of the investigation the

Board shall consider the findings and determine whether the complainant is substantiated in whole or part and if so what remedy should be granted to the complainant. Where the complaint relates to one or more Board members those persons shall withdraw and take no part in discussions of the investigation outcome. The Director of Governance shall within seven working days of the Board's determination of the complaint provide a written response to the complainant and to those subject of the complaint confirming the decision of the Board in relation to the complaint, with reasons for its decision. The response may include details of any arrangements for pursuing the matter with an independent body.

The Board is committed to acting as openly as possible but reserves the right, acting upon the advice of its lawyers, to keep confidential any matters which should not be publicised.

If the complaint is against the Director of Governance it should be addressed to the Chair of the Audit and Risk Committee and the same process undertaken.

Date	**Version**	**Summary of changes**	**Changes made by**
21/09/2026	3.0	Updates from ESFA to DfE	Search, Governance and Remuneration Committee
11/09/2024	2.0	Policy updated in line with sector versions and Evershed's advice	Search and Governance Committee
07/07/2020	1.0	Procedure for Complaints Against the Corporation Board drafted	Search and Governance Committee