



## **COMPLAINTS ABOUT THE BOARD OF GOVERNORS**

Any member of the public wishing to make a complaint against the Board or against an individual governor will be asked to put the matter in writing to the independent Head of Governance who is authorised by the Board to arrange for any such complaint to be investigated and to report to the appropriate regulatory authority if in his/her judgement this is warranted by the nature of the complaint.

The Head of Governance will ensure that a full response is made to the complaint and, where a lengthy investigation is undertaken, that the complainant is kept advised of progress. The Board of Governors 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. The Head of Governance will also report on the complaint and the investigation to the Chair and the Board.

Website statement