



# Curriculum Complaints Policy

2017

# **Curriculum Complaints Policy**

## **Rationale**

The Local Authority is required to set up procedures, under the Education Act 2002, Section 29(Stage 4), for dealing with complaints about the school curriculum and related matters.

## **Purpose**

Parents may use this complaints procedure if they believe that either the L.A or Governing Body is failing:

- to provide access to the National Curriculum, including Religious Education and Collective
- Worship, & its assessment for a particular pupil in the school
- to follow the law on charging for school activities
- to offer only approved qualifications or syllabuses
- to provide religious education and collective worship
- to provide the information to parents about the curriculum
- to carry out any other statutory duty relating to the curriculum

## **Procedures**

1. Anyone who has a complaint or issue about any aspect of the curriculum should contact the Head teacher who will try to resolve the problem. Issues are usually resolved at this stage

However, if this is not possible the Head Teacher will refer the complaint to the Governing Body.

2. The first formal stage of the procedure is for the Governing Body to consider the complaint.

If the complainant is still not satisfied after this, they can take the complaint to the L.A.

3. The L.A will send the complainant details of its arrangements for dealing with complaints.

4. If the complainant still wishes to proceed they must submit details directly to the L.A Education Officer. This is a written complaint.

5. If the complaint is accepted then a copy of the complaint will be sent to the Head Teacher for his/her observations. The complainant will be informed accordingly.

- If the L.A decides that the complaint is invalid the Education Officer will immediately
- inform the complainant who will have 7 days to appeal in writing
- If no appeal is received the Head & Chair of Governors will be asked to resolve the
- complaint
- If an appeal is made it will be considered by the L.A who must inform the complainant

- within 3 working days of the results of the appeal
- If the appeal is rejected the Headteacher and Chair of Governors will be asked to resolve the complaint
- If the appeal is accepted then the complaint is accepted and proceeds as described in point 7

6. When a complaint has been accepted by the L.A, the Headteacher, Chair of Governors and Clerk to Governors will be informed in writing and the Clerk will be asked to:

7. Convene a meeting of the Learning and Achievement Committee & the Governors to hear the complaint and make appropriate action to resolve the situation.

### **Resources**

If the complaint results in actions relating to resourcing of the curriculum the school will endeavour to provide the required resources.

### **Equal Opportunities**

The school supports the rights of all pupils and staff to equal access and opportunities regardless of age, ethnicity, gender, social circumstances, ability, disability and sexuality.

All curriculum complaints relating to issues around equal opportunities will be followed up and addressed.

### **Health & Safety**

Health & Safety issues are described fully in the school Health & Safety Policy. Which forms part of the guidance issued by the Local Education Authority. It is the responsibility of each adult to report health & safety issues without delay. An immediate response will be given to a curriculum complaint related to a Health & Safety issue.

### **Professional Development**

All staff are provided with training opportunities to deliver the curriculum where appropriate.

Training needs will be linked to Appraisal, staff interviews and School Improvement Plans. Where a curriculum complaint relates to a staff development issue, the staff development leader will follow up & address any actions required.

January 2012

Reviewed January 2013

Reviewed Nov 2014

Reviewed Oct 2015

Reviewed Sept 2016

Reviewed Sept 2017

Signed \_\_\_\_\_ Headteacher Signed \_\_\_\_\_ Governor