



COMPLAINTS AGAINST THE CURRICULUM

At Callow End we provide a welcoming, safe and supportive environment in which Christian values are central to the ethos of the school and its teaching. We have high aspirations for all our pupils so that they can achieve their fullest potential in life.

Purpose

To give advice to parents or carers who wish to complain about the content of the curriculum and advice on how to proceed with a complaint.

Aims and Objectives

- Enable the school to address any curriculum issues raised by parents or carers.
- To have a procedure in place to be able to deal effectively with any such complaint.

Definition

Parents may complain if they consider that the school is not doing one or more of the following

- Providing a curriculum that meets the needs of their child
- Complying with the law on charging for school activities
- Providing Religious Education and daily Collective Worship
- Providing statutory information
- Carrying out a statutory duty

Procedures for Parents and Carers

- Make an appointment to put your complaint to the headteacher.
- If you are not satisfied you can refer the matter to the governing body.
- If you remain unsatisfied you can then refer the matter to the LA, which will hear your complaint within 15 days.
- The LA must inform the complainant of the decision and required action.

Role of the Headteacher

- Take all complaints seriously and deal with them sensitively
- Request that the complaint is put in writing so that it can be investigated.
- Respond to the complaint personally.
- Involve other members of staff as appropriate.
- Where necessary, explain the legal position with regard to the National Curriculum, and the scope available to the school to make changes.

- Ensure that the governing body is made aware of any complaints and is provided with guidance to assist the decision making process.

Role of the Governing Body

- Appoint a Complaints Committee of three governors to hear the complaint and advise the headteacher on actions or decisions required.
- Write to the complainant explaining the action taken and advising on their right to appeal to the LA if this is their wish.

Arrangements for monitoring and evaluation

The governing body will receive a yearly report from the Complaints Committee indicating the number and nature of complaints, the recommended action or decisions taken and the outcomes of those decisions.

Relationship to Other Policies

This policy should be read in conjunction with policies on:

- Curriculum
- Charging for School activities
- Collective Worship
- Assessment

This policy will be reviewed annually.

Reviewed by Sarah Wilkinson	June 2016
Re-ratified by FGB	June 2016
Next review date	June 2017