

CURRICULUM – PROCEDURE FOR COMPLAINTS

Last update: September 2011

This procedure deals with complaints about the content and delivery of the curriculum provided by the school. Parents or guardians may use this procedure if they believe that the school is failing:

- to provide the National Curriculum in the school or for a particular child;
- to follow the law on charging for school activities;
- to offer only approved qualifications or syllabuses;
- to provide religious education and daily collective worship;
- to provide the information that they have to provide;
- to carry out any other statutory duty relating to the curriculum; or
- to act reasonably in any of the above cases.

The procedure does not cover complaints about the actions of individual teachers or of the Headteacher. In such cases, the Complaints Procedure will apply. If, in the course of consideration of a complaint, it is decided that disciplinary proceedings should be initiated, separate action will be taken as appropriate.

Separate arrangements apply to resolve complaints about the curriculum requirements specified in statements for children with Special Educational Needs.

The aim of this procedure is to deal with complaints speedily and efficiently. Complainants will be kept informed of the progress of their complaint. At the end of the process, the aim is to ensure:

that the complainant understands and accepts the school's curriculum and related procedures;

or if the complaint is upheld:

that the school undertakes to make the necessary changes to the relevant aspect of the curriculum or procedure.

Before invoking the procedure described below, it is hoped that parents will discuss the matter informally with the relevant teachers and/or the Headteacher in order to resolve the dispute.

Stage 1

If a parent or guardian wishes to make a complaint about the curriculum, they should contact the Headteacher in writing. The letter must make clear that a formal complaint is being made and describe the nature of the complaint as clearly as possible. The Headteacher will respond to the complainant in writing within 10 school days of receiving the written complaint. The Headteacher's response will include the decision reached, the reason for the decision and any action taken or proposed.

Stage 2

If the complainant is unhappy with the Headteacher's response, the complaint may be made to the Chair of Governors. The Chair of Governors will discuss the matter with the Headteacher. The complainant will be given the opportunity to discuss the matter with the Headteacher and the Chair of Governors in order to bring the matter to a satisfactory conclusion. If such a meeting takes place, the complainant may be accompanied by a friend or representative. The opportunity for such a discussion will be made within 10 school days of the Chair of Governors receiving the complaint. A written response following the discussions at this stage will be provided within 5 school days of a meeting involving the Headteacher, Chair of Governors and the complainant.

Stage 3

If the complainant remains dissatisfied, the complaint will be formally considered by the Complaints Committee of the Governing Body. The complainant should write to the Clerk to the Governors in order to request such consideration. The hearing will include three governors not other than the Headteacher who have not previously been involved in the complaint. The complainant and the Headteacher will have the opportunity to express their positions at the hearing of the Complaints

Committee. If the complainant does not wish to attend the meeting, information supporting the complaint may be submitted in advance of the meeting to the Complaints Committee. Such information must be submitted to the Clerk to the Governors at least two days before the meeting is scheduled to take place. The meeting of the Complaints Committee will take place within 10 days of the complaint being received by the Clerk to Governors.

The normal order of proceedings for the Complaints Committee will be as follows:

- The chair of the committee will welcome the complainant and any accompanying friend or relative. The chair will then introduce those present.
- The complainant will be given the opportunity to restate the nature of the complaint;
- The complainant may be asked questions by the committee and by the Headteacher;
- The Headteacher may be asked to make a statement to the committee regarding the complaint and may be asked questions by the committee or by the complainant;
- The Headteacher, complainant and any friend or representative will be asked to leave the meeting

The committee will consider the complaint and any other relevant information. They shall only reach a decision after the Headteacher, complainant and any friend or representative have withdrawn from the meeting. The committee shall decide:

- to reject the complaint
- to uphold the complaint
- to investigate the complaint further

The Clerk to the Governors will inform the complainant and the Headteacher in writing within 5 school days:

a) the decision of the committee and the reasons for the decision. If the committee decides that the complaint falls outside the scope of the Curriculum Complaints Procedure, the complainant will be advised of any further recourse that is available;

b) of any action taken or proposed if the complaint is upheld. If the complainant is dissatisfied with the action taken or proposed, the matter may be pursued further with the Headteacher or the Complaints Committee as appropriate.

Stage 4

If the complainant is dissatisfied by the outcome of Stage 3, the complaint may be taken to the Young People's Learning Agency.

Complaints about Academies should be made in writing to:

Academies Central Unit (Academy Complaints)
Young People's Learning Agency,
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

or by e-mail to
academyquestions@ypla.gov.uk.

Reviewed by Governors' Curriculum Committee, 25 September 2011

Approved by full Governing Body, 7 December 2011

Next review: September 2013