



Surrey Street Primary School Complaints Against the Curriculum



Introduction

The aim of our school is that all children should be successful in their experience of education and that the curriculum should meet their needs. Where parents consider that this is not the case they have the right to make a complaint.

Specifically, parents may complain if they consider that the school is not doing one or more of the following:

- Providing a curriculum to meet 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
- Acting reasonably

Where complaints directly implicate a member of staff the Headteacher will:

- 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 or delegate it to an experienced member of the senior management team
- 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
- Advise the complainant of their right to pursue the matter with the governing body
- Ensure the governing body is advised of any complaints and provided with guidance to assist the decision-making process

The governing body will:

- Ensure that a Complaints Committee consisting of three governors is established with delegated responsibility to hear complaints
- Consult with the Headteacher on how to resolve the complaint.
- Advise the Head on the action/decision required
- Write to the complainant within two weeks, explaining the action taken
- Inform the complainant of their right to appeal to the LA if their complaint is not upheld.

If parents are still not satisfied they can put the complaint to the LA, who will:

- Review the complaint within 15 working days
- Inform the complainants and the governing body of the decision and required action.

They will not investigate the details but will check the school's procedures have been followed. The decision of the LA is final.

Monitoring and Evaluation

The governing body will receive a termly report from the Headteacher indicating the number and nature of the complaints, the recommended action or decisions taken and the outcome of those decisions.

Discussed by staff:

Discussed by Governing Body: _____ November 2016