



## Ashton St. Peter's Church of England VA Primary School

### Complaints Against the Curriculum

Ratified in May 2017

Update in May 2018

#### **Introduction:**

The aim of Ashton St. Peter's Church of England VA School is that all children should be successful in their experience of education and that the curriculum should inspire them learn and meet their needs. Where parents/carers consider that this is not the case they have the right to make a complaint.

**Specifically, parents/carers 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
- Providing Religious Education and daily Collective Worship
- Providing statutory information
- Carrying out statutory duty
- Acting reasonably
- Complying with the law on charging for school activities

#### **Procedures for parents/carers:**

- Make an appointment to share their concerns with the Headteacher
- If they are not satisfied with the outcome they can request the School's 'Complaints Procedure Policy' and the matter will then be dealt with through the stages identified in the document
- If after following the school's 'Complaints Procedure Policy', their complaint is not upheld, then they can put their complaint to the LA

#### **Role of the Headteacher**

##### **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 Leadership Team within 7 days
- 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 that the Governing Body is made aware of any complaints and provided with guidance to assist the decision making process

### **Role of the Governing Body**

#### **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 Headteacher 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 and they remain dissatisfied

### **Monitoring and Evaluation**

The Governing Body will receive a termly report within the 'Headteacher's Report to Governors' indicating the number and nature of the complaint/s and at the Governors' Meeting the recommended action or decisions taken and the outcome of those decisions will be shared under 'matters of a confidential nature'

### **Relationship to other policies**

This policy should be read in conjunction with policies on the

- Creative Curriculum
- Subject Areas
- Collective Worship
- Assessment
- Target Setting
- General 'Complaints Procedure'

### **Review Procedure**

The School's policy will be reviewed when:

- Annually in May 2018
- The School wishes to review the policy.
- If amendments are required by the LA

**Ratified by:**

**Date: May 2017**

**Chair of Governors**