



Tibberton CE First School and Hindlip CE First School



COMPLAINTS AGAINST THE CURRICULUM

Executive Headteacher: Mr A Gromski
Chair of Governors: Mr A. Clarke

Purpose

To give advice to parents or guardians who wish to complain about the content of the curriculum and advice on how to proceed with a complaint. *Please also see the Schools Complaints Procedure Policy.*

Aims and Objectives

- Enable the school to address any curriculum issues raised by parents or guardians.
- 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.

Implementation: All staff should be aware of the policy and abide by the guidelines set out. Training should be given where appropriate or necessary.

The Policy: Initial concerns can be discussed between the parent/carer and the class teacher. Support Staff must refer parent/carer to the Class Teacher. Most complaints are successfully dealt with at this level. If the issue is not resolved then:-

- Make an appointment to put your complaint to the Head of School.
- If you are not satisfied you can refer the matter to the Executive Head or the Governing Body.
- If you remain unsatisfied you can refer the matter to the LEA/Children's Services Authority, which will hear your complaint within 15 days.
- The LEA/CSA must inform the complainant of the decision and required action.

Role of the Head of School and Executive 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 provided with guidance to assist the decision making process.

Role of the Governing Body

The governing body will:

- Appoint a Complaints Committee of three governors to hear the complaint and advise the Headteacher on actions or decisions required. The committee will write to the complainant explaining the action taken and advising on their right to appeal to the LEA/CSA if this is their wish.