



Curriculum Complaints Policy

Parents/Carers have a right to 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
- Providing religious education and daily collective worship
- Carrying out a statutory duty

Relationship to other policies

This policy should be read in conjunction with policies on the Curriculum, Collective Worship, Sex and Relationships and the general Complaints Policy procedures.

Procedures for parents/carers

1. Raise any concerns initially informally with the Headteacher
2. If concerns are not resolved, make a formal complaint to the Headteacher (in line with the School Complaints Policy)
3. If still not resolved refer the matter to the governing body for consideration.

Role of the Headteacher

The Headteacher will:

- Involve other members of staff as appropriate
- Where necessary, explain the legal position with regard to the National Curriculum.
- For steps 2-3 ensure that the governing body is made aware of any complaints and in step 3 ensure the Governing Body is provided with guidance to assist the decision making process.

Role of the Governing Body

The governing body will:

- Appoint a Curriculum Complaints Committee of at least 3 governors to hear the complaint and advise the Headteacher on actions or decisions required.

- The committee will write to the complainant within two weeks, explaining the action taken.
- This letter should inform the complainant of their right of appeal should they remain dissatisfied (i.e. Ofsted or The Secretary of State for Education).

Arrangements for monitoring and evaluation

If the Curriculum Complaints Committee has met then they will make a report to the Full Governing Body indicating the number and nature of complaints, the recommended action or decisions taken and the outcomes of those decisions.