

PARLEY FIRST SCHOOL

COMPLAINTS AGAINST THE CURRICULUM POLICY



SCOPE OF THE POLICY

Parents of pupils in the school may complain if they consider that the school is not:

- 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 in carrying out the curriculum policy of the school.

RELATIONSHIP TO OTHER POLICIES

This policy should be read in conjunction with policies on the curriculum, collective worship and assessment, recording and reporting and the general complaints policy procedures.

PROCEDURE

1. The school encourages parents to discuss their concern with regard to the curriculum with the child's class teacher.
2. If not satisfied, parents should send a written account outlining their concerns to the headteacher.
3. The headteacher will arrange for a meeting to discuss parents concern in greater details. A family member or friend can accompany parents, the headteacher can also request for a member of staff to be present if appropriate.
4. If parents feels that the matter has not been resolved satisfactorily, they may write to the Chair of Governors giving all the relevant facts in the letter.
5. A meeting of three, nominated governors will hear the case. The school will also be invited to give evidence. The governors will consider the matter and come to a decision.
6. A written report will be sent to the parents and the headteacher within ten working days.
7. If the parents are still unhappy with the way in which the procedure has been followed they may write to the School Complaints Officer at the LEA.
8. Under Section 409 of the Education Act 1996 the LEA School Complaints Officer will look at the procedure that has been carried out by governors and if need be request them to reassess their process in dealing with the complaint.

The LEA does not have any jurisdiction with regard to the decision made by Governors.

As far as the school and the Local Education Authority are concerned, this decision is final. If you are still unhappy with the way in which the procedure has been followed you may write directly to the Local Government Ombudsman.

THE 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
- 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.

THE ROLE OF THE GOVERNING BODY

The governing body:

- will convene a panel of three governors, as appropriate, to hear complaints, advise the headteacher on actions or decisions required and write to the complainant within ten working days, explaining the action taken and advising on the right to appeal to the LEA, if appropriate;
- receives a report from the panel detailing actions and outcomes after the complaint has been dealt with;
- reviews the policy every three years.

Reviewed : Autumn 2010

Next Review Due: Autumn 2013

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