



# PATCHAM HIGH SCHOOL

One Team, One Dream

## **COMPLAINTS AGAINST THE CURRICULUM**

# COMPLAINTS AGAINST THE CURRICULUM

## Introduction

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.

Parents will often seek advice from the LA or other bodies before referring a complaint to the school. All complaints should be made in writing in the first instance to the headteacher. If they are not satisfied with the response of the headteacher they can refer it to the governing body. If they are still not satisfied they can put the complaint to the LA. The LA must inform the complainants and the governing body of the decision and required action. The decision of the LA is final.

## Status

Statutory

## Purpose

The aims of the school emphasise that the curriculum should meet the needs of each pupil. Where parents consider that this is not the case they have the right to make a complaint to members of the governing body. They will consult with the headteacher on how to resolve the complaint.

## Relationship to other policies

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

## Roles and responsibilities of headteacher, other staff, governors

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, advise the head on the action/decision required, and write to the complainant within two weeks, explaining the action taken. If the complaint is not upheld, it will inform the complainant of their right to appeal to the LEA.

### **Arrangements for monitoring and evaluation**

The governing body will receive a report as appropriate from the panel that has heard any complaints, indicating the number and nature of complaints, the recommended action or decisions taken and the outcomes of those decisions.