



Cranborne Middle School

'Complaints against the Curriculum' Policy

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
- Acting reasonably

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.

Procedures for parents and carers:

- Discuss your complaint with the subject leader or person responsible for the curriculum area
- Make an appointment to put your complaint to the headteacher
- if you are not satisfied you can refer the matter to the governing body
- if you remain unsatisfied you can then refer the matter to the Local Authority (LA)/Children's Services, which will hear your complaint within 15 working days
- the LA must inform the complainant of the decision and required action

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.

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 within two weeks, explaining the action taken and advising on their right to appeal to the LA, if this is their wish.

**Arrangements for monitoring and evaluation:**

The governing body will receive a yearly report from the Complaints Committee indicating the number and nature of complaints, the recommended action or decisions taken and the outcomes of those decisions.