



NETHERAVON ALL SAINTS C of E PRIMARY SCHOOL

High Street
Netheravon
Salisbury
Wiltshire
SP4 9PJ

Complaints against the Curriculum Policy

Date Approved:	September 2015
Date of Review:	September 2018
Signed:	File copy signed
Position:	Chair of Governors

Context

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

Further information is given in the Education Act 1996, part V, chapter 1 and the Schools Standards and Framework Act 1998, part 11.

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 the Head Teacher, who is also the designated school's 'complaints coordinator'.

Consultation

The governors and staff were consulted about this policy, which will be reviewed regularly.

Relationships to other policies

This policy should be read in conjunction with the policies on the school curriculum; collective worship; assessment, recording and reporting; general complaints policy and procedures. The school follows the complaints procedure recommended by the DfE.

Roles and responsibilities of Head Teacher, other staff, governors

The Head Teacher 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
- 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 DfE.

Arrangements for monitoring and evaluation

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

V5	Reviewed by Netheravon All Saints Academy Trust 23/9/15
V5	Adopted by Netheravon All Saints Academy Trust 1/4/14
V4	Reviewed & approved by Governing Body 2/3/11
V3	Adopted by Governing Body 10/3/10
V3	Reviewed & agreed by Curriculum Committee 28/1/10
V2	Agreed by Governing Body 4/3/09
V2	Reviewed & agreed by Curriculum Committee 11/2/09
V1	Adopted by Governing Body 5/3/08