

**CURRICULUM COMPLAINTS POLICY**

**School Motto** "A Learning Community driven by high expectations and respect for all"

**Philosophy**

Where the Headteacher, or a member of staff acting on his or her behalf, fails to resolve a curriculum complaint by a parent or carer, then the parent or carer can raise the matter with the curriculum complaints committee established by the governing body to deal with such matters.

**Aims**

**Matters Covered by the Complaints Committee**

The governing body must establish a complaints machinery which is approved by the Secretary of State for use by parents if they believe that the governing body is failing to:

- Provide the national curriculum in the school;
- Carry out other curriculum duties, such as preventing any indoctrination in teaching programmes and clearly defining what is being taught in the 20% at key stages 1 to 3 and 40% at key stage 4 not determined by the national curriculum;
- Offer only approved qualifications or syllabi;
- Provide religious education or collective worship;
- Operate a charging policy properly;
- Tell them of their right to appeal against individual temporary suspension of the national curriculum;
- Provide the information that they are required to provide to parents and others (e.g. attendance, achievement at key stages, examination results, etc.)

Complaints about staff are not covered by this procedure. These must be dealt with by the Headteacher and where appropriate, after investigation, by the disciplinary or competency procedures.

**The Constitution of the Complaints Committee**

The committee will consist of two governors and one non-governor who has relevant experience of the curriculum area in which the complaint has been made. One of the governors will act as chairman of the committee.

**To achieve our aims we will:**

**The Hearing Procedure**

Where the complainant chooses to attend in person, the usual order of proceedings shall be as follows:

- The chairman of the governing body or committee will welcome the complainant, any representative and introduce those present.
- The complainant may, if he or she chooses, restate the nature of the complaint.
- The complainant may be asked questions by the committee and by the Headteacher.
- The Headteacher may be asked to make a statement to the committee regarding the matter complained of and may be asked questions by the governing body (or committee) or by the complainant.
- The complainant may, if he or she chooses, summarise the complaint.
- The Headteacher, complainant and any friend or representative they have brought will be asked to leave.
- The committee shall consider at this meeting the complaint and any relevant information or factors. They shall only reach a decision after the Headteacher and, where relevant, the complainant and any friend or representative of either individual, have withdrawn. The committee shall decide whether:
  - to reject the complaint;
  - to uphold the complaint;
  - to investigate the complaint further.
- The clerk shall inform the complainant and the Headteacher in writing within five school days:
  - Of the decision reached by the committee and the reasons for the decision. If the committee decides that the complaint falls outside the scope of a curriculum complaint, the clerk will inform the complainant of any further recourse he or she may have.
  - of any action taken or proposed if the complaint was upheld, including details of any request to those complained against to take particular actions to resolve the complaint.

**Further Action**

Where the complainant is dissatisfied with action taken or proposed to remedy the complaint, he or she may wish to pursue the matter further with the Headteacher or the Governing body as appropriate.

If this does not resolve the matter further recourse can be taken by making a complaint to the Secretary of State under section 496 or 497 of the Education Act 1996. However, it should be pointed out that the Secretary of State's powers do not extend to reviewing decisions of complaints committees. The Secretary of State only has the power to decide whether the governing body concerned has acted unreasonably or is in default of its statutory duties and insist that this state of affairs does not continue.

**Success Criteria**

- Curriculum complaints are minimal.
- Any complaint received is dealt with and resolved quickly.

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| Approved by Governing Body of Ashcroft High School: | July 2016                          |
| Policy Review date:                                 | July 2017                          |
| Governors' Committee                                | Curriculum, Students and Personnel |
| SLT staff responsible                               | Ms Austin                          |
| Statutory Policy: Yes / No                          | Yes                                |