

# **SANDY UPPER SCHOOL & COMMUNITY SPORTS COLLEGE**

## **CURRICULUM COMPLAINTS PROCEDURE**

### **Introduction**

From time to time parents may have concerns about an aspect of their child's education. Often those concerns will resolve themselves, but on occasions parents may feel that the issue will need the School's help to be resolved.

As partners in your son/daughter's education, the School wishes to work with you in the resolution of problems and this procedure is designed to show what steps may be taken. The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Provide confidentiality
- Allow problems to be handled swiftly
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur

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 college activities
- Providing religious education and/or collective worship
- Providing statutory information
- Carrying out a statutory duty
- Acting in a reasonable manner in the allocation of curriculum

This procedure should be read in conjunction with the following policies: curriculum, collective worship, **ARR** and the school's general complaints policy.

### **Procedures for parents and carers**

1. Write to the subject leader who will make the Headteacher aware of your complaint, or to the Headteacher directly
2. If the matter is not resolved by the Subject Leader, put your complaint in writing to the Headteacher
3. If the matter is not resolved to your satisfaction make an appointment to meet with the Headteacher
4. If the matter is not resolved to your satisfaction, refer your complaint in writing to the chair of the governing body
5. If your complaint is still not resolved to your satisfaction, you can then refer the matter to the Local Authority/Children's Services Authority who will hear your complaint within 15 working days
6. At the end of each stage of the process, you should be informed of the decision and the required action

### **The Role of the Headteacher**

It is the Headteacher's role to:-

- Take complaints seriously and deal with them sensitively
- Request that the complaint be put in writing so that it can be investigated
- Ensure that a written response is made to the complaint

- 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 aware of any complaints and provided with guidance to assist them in making any necessary decisions

### **The 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 them of their right to appeal to the Local Authority/Children’s Services Agency, if this is their wish.

### **Monitoring and Evaluation**

The governing body will receive an annual report (if applicable) from the Complaints Committee indicating the number and nature of complaints, the recommended action or decisions taken and the outcomes of those decisions.

Review & Evaluation	Rewritten Revised	Staff Resp	Gov S/C	Review Cycle
June 2011 June 2012	June 2010 June 2011	EMB EMB	Standards Standards	Annual Annual