



## Three Ways School

### Curriculum Complaints Policy

Policy Ratified on	4 December 2017
Policy Ratified by	FGB
Policy Review Date	December 2020
School Policy Lead	Headteacher

## **Three Ways School**

### **Curriculum Complaints Policy**

#### **Rationale**

This policy sets out the procedures for dealing with complaints about the school curriculum and related matters.

#### **Purpose**

Parents may use this complaints procedure if they believe that either the L.A or Governing Body is failing:

- to provide access to the National Curriculum, including Religious Education and Collective Worship, & its assessment for a particular pupil in the school
- to follow the law on charging for school activities
- to offer only approved qualifications or syllabuses
- to provide religious education and collective worship
- to provide the information to parents about the curriculum
- to carry out any other statutory duty relating to the curriculum

#### **Procedures**

1. Anyone who has a complaint or issue about any aspect of the curriculum should contact the Head Teacher who will try to resolve the problem. Issues are usually resolved at this stage however, if this is not possible the Head Teacher will refer the complaint to the Governing Body.
2. The first formal stage of the procedure is for the Governing Body to consider the complaint. If the complainant is still not satisfied after this, they can take the complaint to the Education Secretary.
3. The L.A will send the complainant details of its arrangements for dealing with complaints
4. Following a curriculum complaint the Governors will convene a meeting of the Teaching and Learning committee of the Governors to hear the complaint and make appropriate action to resolve the situation.

#### **Resources**

If the complaint results in actions relating to resourcing of the curriculum the school will endeavour to provide the required resources.

#### **Equal Opportunities**

The school supports the rights of all pupils and staff to equal access and opportunities regardless of age, ethnicity, gender, social circumstances, ability, disability and sexuality.

All curriculum complaints relating to issues around equal opportunities will be followed up and addressed.

#### **Health & Safety**

Health & Safety issues are described fully in the school Health & Safety Policy. It is the responsibility of each adult to report health & safety issues without delay. An immediate response will be given to a curriculum complaint related to an health & safety issue.

#### **Professional Development**

All staff are provided with training opportunities to deliver the curriculum where appropriate. Training needs will be linked to Performance Management, staff interviews and school development plans. Where a curriculum complaint relates to a staff development issue, the staff development co-ordinator will follow up & address any actions required.