

# FLITWICK LOWER SCHOOL

## Policy

### Complaints Against the Curriculum



It is the aim of Flitwick Lower School that all children should be successful in their experience of education and that the curriculum should meet their needs. Where parents consider that this is not the case they have the right to make a complaint.

Parents/guardians 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
- Providing statutory information
- Carrying out a statutory duty
- Acting reasonably

This policy entails how Flitwick Lower School handles complaints against the curriculum.

### Stage 1: Informal Complaints

- Parents/guardians should raise concerns with the child's class teacher
- If the complaint is not resolved, or is more serious or sensitive, the parent/guardian should make an appointment with the Key Stage Leader to raise their concern.
- The class teacher or Key Stage Leader will respond as appropriate, either orally or in writing.

Every effort will be made to resolve the issue at this informal stage, but parents have the opportunity to make a formal complaint if desired.

### Stage 2: Formal Complaints

- Formal complaints should be made in writing and will normally be investigated by the Head Teacher, or may be delegated to one of the Assistant Head Teachers
- The Head Teacher or Assistant Head Teacher will investigate the matter and respond in writing within 10 working days.

### Stage 3: Appeals

- Should the parent/guardian still have concerns, they should contact the Chair of Governors, who will decide how the complaint should be further pursued and respond in writing within 10 working days. If appropriate, the Chair may convene a Complaints Committee consisting of 3 governors to investigate the complaint.
- Should the parent/guardian remain concerned, they may contact the Local Education Authority/Children Services Authority, who will hear the complaint within 15 working days. The LEA/CSA must inform the complainant of their decision and the required action.

### Role of the Headteacher/Deputy Headteacher

The Headteacher/Assistant Head Teacher will:

- Take all complaints seriously and deal with them sensitively
- Request that all formal complaints are put in writing so that they can be investigated properly
- 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 formal complaints and their resolution

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### Role of the Governing Body

The governing body will:

- Appoint a Complaints Committee of three governors to hear the complaint and advise the Head Teacher 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.

### Monitoring and Evaluation

- The governing body will receive a termly report from the Head teacher indicating the number and nature of the complaints, the recommended action or decisions taken and the outcome of those decisions.

Policy Agreed by staff:	
Policy Agreed by Governors:	
Last Review Date:	October 14
Next Review date:	December 16
Signed:	