



Complaints against the Curriculum

Date agreed by Governors: July 2017

Date of Review: June 2017

Member of Staff Responsible for the Policy: RG

Date of next review: June 2018

Dissemination of the Policy: All staff and Governors

Purpose and aim of the policy and procedures

In making curriculum arrangements, the School aims to best meet the needs of the widest possible range of students within the limits of available staffing and resources. Where an individual student may be disadvantaged or excluded from an essential curricular entitlement on financial grounds, the School will make every effort to subsidise this. The School also undertakes financial payment for all exam entries including a re-sit, except in the case where a student fails without good reason to meet any examination requirement for a syllabus (section 453(2) of the Education Act 1996). In such circumstances the school will attempt to recover appropriate examination fees from the parent.

Whilst the efficient use of resources does not allow us to meet requests or distinctive curriculum arrangements for individual students, it is acknowledged that some parents may have concerns about the curriculum offered to their children. Accordingly, the following outlines the procedure for dealing with such concerns:

- **Stage 1**

In the first instance, any concerns should be brought to the attention of the Headteacher, who is responsible to the Governing Body for the curriculum offered by the School.

The Headteacher, in discussion with the member of SLT with responsibility for curriculum, will try to resolve concerns through discussion with parents.

Failing agreement at this stage, the parents will be advised to put their complaint in writing to the Governing Body through the Clerk to the Governors. This will be referred to the Curriculum Complaints Committee.

- **Stage 2**

The Curriculum Complaints Committee will check that the Headteacher is aware of the complaint and has had an opportunity to discuss it with parents. If this is not the case, then parents will be asked to undertake this discussion before the complaint is heard by the Governors.

Providing such discussions have taken place, if parents are still dissatisfied, then the Curriculum Complaints Committee will arrange a formal meeting to hear the complaint.

If any party is dissatisfied with the decision of the Curriculum Complaints Committee they may appeal.

- **Stage 3**

The Curriculum Complaints Appeals Committee will be convened with a minimum of three Governors present, to include the Chair of the appropriate Portfolio.

Parents will be invited to explain their concerns and reasons why they are dissatisfied with the Headteacher's decision about the matter.

The Headteacher, or appointed representative, will be invited to give his/her views on the case and to clarify any recommendations.

The Panel, in the absence of the parents and the Headteacher, will then discuss the views of both sides before making a decision on whether the appeal is upheld.

In arriving at this decision the Panel will consider:

- Whether the school has failed in any respect to meet the statutory requirements on the National Curriculum
- Whether the curriculum being offered contravenes the student's right to equal opportunities
- Whether the curriculum being offered to the student is unreasonable given the resources available to the school

The Panel will give its decision in writing to the parents and the Headteacher.

If the appeal is upheld:

The Headteacher will be asked to clarify the actions that will be taken to address the matter and to inform the parents thereof.

If the appeal is not upheld:

Notification of the decision, including the reasons why it has been turned down, will be conveyed to the parents who will also be advised of their right to lodge an appeal with the Local Authority by contacting Shire Hall.

- **Stage 4**

All LA's have to set up procedures, approved by the Secretary of State for Education and Skills, for handling complaints about the actions of governing bodies and LA's on the Curriculum. For complaints against the governing body, the first formal stage of the procedure is for the GB to consider the complaint. If the person with the complaint is still not satisfied after this, he or she can put the complaint on the LA. Complaints that are just about the LA's powers or functions only need to be considered by the LA. (Reference GSL Curriculum Complaints Chapter 6 Clauses 63-64)

Parents may use the complaints procedure if they believe that the GB is failing:

- To provide the NC in the school or for a particular child
- To follow the law on charging for school activities
- To offer only approved qualifications or syllabuses
- To provide RE and daily collective worship
- To provide the information that they have to provide
- To carry out any other statutory duty relating to the curriculum
- To act reasonably in any of the above cases.

Curriculum Complaints Committee: Terms of Reference

- 3 annually appointed Governors (excluding the chair of the T&L Committee)
- To make any determination or decision under the Governing Body's Curriculum Complaints Procedure for Parents and others
- To consider any appeal against any determination or decision under the Governing Body's Curriculum Complaints Procedure in respect of the National Curriculum dis-applications and the operation of the Governing Body's Charging Policy.
- To hold a meeting to hear representations in relation to any decision.
- To report all decisions to the Governing Body
- To ensure that appropriate notes are taken and that these, along with any other documents considered by the Committee, are kept confidential.
- To ensure all matters relating to curriculum and complaints are in line with the DfE Guide to the Law

The Curriculum Complaints Appeals Committee: Terms of Reference

- To consider any appeal against any determination or decision under the Governing Body's Curriculum Complaints Procedure for Parents and others
- To consider any appeal against any determination or decision under the Governing Body's Curriculum Complaints Procedure in respect of National Curriculum dis-applications and the operation of the Governing Body's Charging Policy.
- To hold a meeting to hear representations in relation to any decision
- To report all decisions to the Governing Body
- To ensure that appropriate notes are taken and that these, along with any other documents considered by the Committee, are kept confidential
- To ensure all matters relating to curriculum and complaints are in line with the DfE Guide to the Law

Monitoring, Evaluation and Review

This policy will be reviewed as it is deemed appropriate but no less frequently than every 2 years. This policy review will be undertaken by the headteacher or nominated representative.