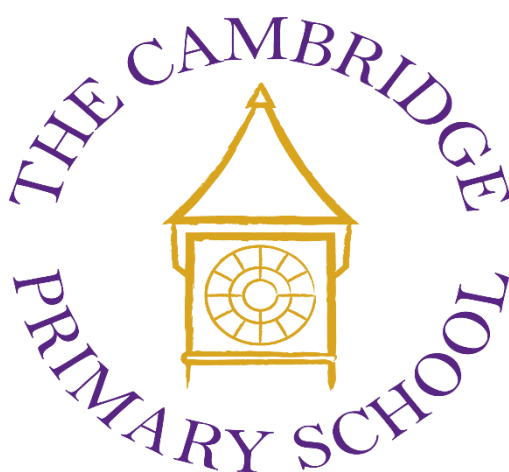


THE CAMBRIDGE PRIMARY SCHOOL

COMPLAINTS AGAINST THE CURRICULUM POLICY

2018



Date of Approval:	
Date of Next Review:	
Signed: Headteacher	
Signed: Chair of Governors	

The Cambridge Primary School
Queens Avenue, Wellesley
Aldershot, Hampshire GU11 4AA



The Cambridge Primary School
Complaints against the Curriculum

Consultation

The governing body, including representatives of school staff and parents, were consulted about this policy, which will be reviewed annually.

Parents/carers may complain if they consider that the school is not doing any of the following:

- Providing a curriculum to meet the needs of their child.
- Complying with the law on charging for school activities.
- Providing a daily act of worship.
- Providing statutory information.
- Carrying out a statutory duty.
- Acting reasonably.

Complaints procedure

Parents are encouraged in the first place to refer the complaint to the Headteacher. If they are not satisfied with the response of the Headteacher they can refer it to the governing body, who will consult with the Headteacher on how to resolve the complaint. If the parents are still not satisfied they can refer it to the Local Education Authority, which will hear the complaint within 15 working days. The LEA must inform the complainants and the governing body of the decision and the required action. The decision of the LEA is final.

Further information is given in the Education Act 1996, Part V, Chapter 1 and the Schools Standards and Framework Act 1998, Part II.

The Headteacher will

- Respond seriously and sensitively to complaints.
- Request that the complaint be put in writing to aid investigation.
- Either respond personally or delegate the task to an experienced and appropriate senior colleague.
- Involve other staff as appropriate.
- Explain the law relating to National Curriculum and the scope for change available to the school.
- Advise the complainant of their right to refer the matter to the governing body.
- Advise the governing body of the complaint and of guidance to assist decision-making.

The Governing Body will

- Establish a Complaints Committee of 3 governors with delegated responsibility to hear complaints.
- Advise the Headteacher on the decision and action required.

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- Write to the complainant within 2 weeks explaining the decision and (where appropriate) the action.
- Where a complaint is not upheld, inform the complainant of their right to appeal to the LEA.

Monitoring

The governing body will receive a termly report indicating the number and nature of complaints, recommendations and outcomes.

Relationship to other Policies

These policies should be read

- School curriculum.
- Collective worship.
- Assessment, recording and reporting.
- General complaints policy.