



The Coppice Primary School

Complaints against the Curriculum Policy

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The Coppice Primary Complaints against the Curriculum (November 2020)

Purpose

To give advice to parents or guardians who wish to complain about the content of the curriculum and advice on how to proceed with a complaint.

Aims and Objectives

- Enable the school to address any curriculum issues raised by parents or guardians.
- To have a procedure in place to be able to deal effectively with any such complaint.

Definition

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 school activities (in line with The School Charging Policy).
- Providing religious education and daily collective worship
- Providing statutory information
- Carrying out a statutory duty

Implementation

- All staff should be aware of the policy and abide by the Guidelines set out.
- Training should be given where appropriate or necessary.

Procedures for Parents and Carers

- Make an appointment to put your complaint to the Headteacher.
- If you are not satisfied you can refer the matter to the Board of Trustees.
- If you remain unsatisfied you can then refer the matter to the DfE if the complaint refers to a single child or Ofsted if the matter relates to the whole school.
- The DfE will respond within 5 days to advise you what will happen next. You should get an initial response to your complaint within 15 working days.
- Ofsted will respond within 20 working days. You'll be told if or when they will investigate, any solutions or why they're unable to help.

Role of the Headteacher

- Take all complaints seriously and deal with them sensitively.
- Request that the complaint is put in writing so that it can be investigated.
- 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 (as an academy) to make changes.
- Ensure that the board of Trustees is made aware of any complaints and provided with guidance to assist the decision making process.

Role of the Board of

Trustees The board of Trustees will:-

- Appoint a Complaints Committee of three Trustees to hear the complaint and advise the Headteacher on actions or decisions required.
- The committee will write to the complainant explaining the action taken and advising on their right to appeal to the DfE/Ofsted if this is their wish.

Arrangements for monitoring and evaluation

The board of Trustees will receive a report from the Complaints Committee indicating the number and nature of complaints, the recommended action or decisions taken and the outcomes of those decisions.

Data Protection Statement

The procedures and practice created by this policy have been reviewed in the light of our GDPR Data Protection Policy.

All data will be handled in accordance with the school's GDPR Data Protection Policy.

Name of policy	Content	Reason for policy	Who does it relate to?	Where is it stored?

As such, our assessment is that this policy:

Has Few / No Data Compliance Requirements	Has A Moderate Level of Data Compliance Requirements	Has a High Level Of Data Compliance Requirements

