

## **CHRIST CHURCH CE PRIMARY SCHOOL**

### **PROCEDURE FOR DEALING WITH COMPLAINTS ABOUT THE SCHOOL'S CURRICULUM**

#### **VISION**

The Christ Church School vision is for everyone in our family to feel valued and become active, reflective, life-long learners in an inclusive, safe environment where happiness and success are our priorities.

Believe and Achieve!

#### **RATIONALE**

The governors and teachers at Christ Church CE Primary School aim to create a secure and caring environment in which children can experience success. The value of personal, social and moral development is taught within a broad and balanced curriculum.

#### **CONTEXT**

All Local Authorities (LA's) have to set up procedures for handling complaints about the actions of governing bodies and LA's on the curriculum. Parents may use the complaints procedure if they believe that that either the LA or the Governing Body is failing:

- To provide the national curriculum in the school for a particular child;
- To follow the law on charging for school activities;
- To offer only approved qualifications and syllabuses;
- To provide RE and daily collective worship;
- To provide 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

#### **COMPLAINTS AGAINST THE GOVERNING BODY**

Complaints against the Governing Body will be considered within the framework of the formal procedure that is already in place to deal with complaints against the school and to any community facilities or services that the school provides. This framework allows for complaints to be handled in both an impartial and non-adversarial manner, and in an open, transparent and constructive way.

Complaints against the Governing Body must be made in writing and will be acknowledged as soon as they are received. Once received it is likely that the complaint will be delegated to either a named governor (e.g. the Chair of the Governing Body) or to a complaints panel previously convened by the full Governing Body. The complaint will be investigated as soon as practicable in timescales agreed by all parties.

The complainant shall receive full written feedback of the Governing Body's/Named Governor/ Complaints Panel's consideration of their complaint and the decision to either uphold the complaint in full or in part or, dismiss the complaint in full or in part. Changes may also be recommended to the schools systems or procedures to ensure that problems of a similar nature do not occur in the future.

### **COMPLAINTS TO OR AGAINST THE LOCAL AUTHORITY (LA)**

If on receiving the Governing Body's decision the complainant is still not satisfied, they can refer their complaint to the Local Authority. However the remit of the LA is to review the procedures followed and satisfy itself that the complaint has been dealt with appropriately rather than to make a judgement on the decision made by the governing Body.

Complaints that are just about the LA's powers or functions only need to be considered by the LA.

Adopted Curriculum Committee December 2013

Reviewed Governors December 2016