



Complaints against the curriculum procedure

Scope of the procedure

Parents/carers of students at the Academy may complain if they consider that the Academy is not:

- providing a curriculum to meet the needs of their child
- complying with the law on charging for Academy activities
- providing religious education and daily collective worship
- providing statutory information
- carrying out a statutory duty
- acting reasonably in carrying out the Curriculum Policy of the Academy

Procedure

1. Parents should send a written account, outlining their concern, to the Headteacher.
2. The Head will arrange for a meeting to discuss their concern in greater detail with an appropriate senior member of staff.
3. If the parent feels that the matter has not been resolved satisfactorily, they may write to the Chair of Governors giving all the relevant facts in the letter.
4. A meeting of three, nominated governors will hear the case. The Academy will also be invited to give evidence. The governors will consider the matter and come to a decision.
5. A written report will be sent to the parent and the Head within five working days.
6. If the parent is still unhappy with the way in which the procedure has been followed, they may write to Dfes.

The role of the governing body

The governing body:-

- establishes a Complaints Against The Curriculum Committee of three governors,
- at least one of whom is on the Curriculum and Attainment Committee, to hear complaints
- advise the Headteacher on actions or decisions required and write on behalf of
- the Chair of Governors to the complainant within 5 working days, explaining the
- action taken and advising on the right of appeal, if appropriate

- receives a termly report from the Complaints Against the Curriculum Committee
- detailing actions and outcomes
- reviews this procedure every three years.

6. Further information

Further information about any aspect of the curriculum can be obtained by directly contacting the Academies' Curriculum Manager.