



Procedure

1. The Governing Body of this school is required to have procedures for the consideration and disposal of complaints relating to matters concerning the curriculum followed within the school, as outlined in the Curriculum Policy. The Secretary of State has approved the procedures set out below. They are comprehensive and cover all relevant complaints from the point when informal discussion becomes inadequate to a point where the next step would be complaint to the Secretary of State. The Secretary of State will not consider complaints on matters covered by the procedures until they have been exhausted.
2. The procedures do not cover complaints about the actions of individual teachers or the Headteacher. If, in the course of consideration of a complaint it is decided that disciplinary proceedings should be initiated, separate action will be taken as appropriate. Separate arrangements apply to resolve disagreements about the curriculum requirements specified in EHC Plans for children with special educational needs.
3. The complainant may make his or her representations at each stage of the procedures in person, or accompanied by a friend if so desired. Where appropriate, steps will be taken to ensure that information is available to complainants in languages other than English and arrangements made for an interpreter to be present during any oral representations.
4. The Secretary of State expects that any concerns expressed by parents and others about the school curriculum and related matters will be dealt with in informal discussion with teachers and/or the Headteacher in the first instance. If dissatisfied, the person concerned may then submit a formal complaint to the Headteacher. He or she must do so in writing, making clear that it is a formal complaint, and specifying its nature as exactly as possible.
5. If in his/her view the complaint falls outside the scope of the procedures, the Headteacher will advise the complainant of any other recourse he or she may have. The Headteacher will consider urgent complaints as quickly as possible. If it is clear that investigation of the relevant complaint will take some time, the Headteacher will notify the complainant of the fact, and of progress during consideration of the complaint. Following that consideration, the Headteacher will inform the complainant of:
 - a. The decision he/she has reached, and the reason for it;
 - b. Any action taken or proposed, including details of any request made to those complained against to take particular actions to resolve the complaint.



6. If the complainant is dissatisfied with the Headteacher's response, the Headteacher must refer the matter to the Curriculum Committee of the governing body via the clerk to the governing body. The clerk will write to the complainant with details of how the committee will consider the complaint, and of the complainant's rights as explained in paragraph 3 above and in the paragraphs below.
7. If the Headteacher has decreed the complaint to be urgent, the clerk will convene a meeting of the committee to consider the complaint within 12 days of its receipt, these being days on which the school is normally in session ("school days"). If the complaint is not urgent, the clerk will convene a meeting to consider the complaint within 20 school days. The clerk will give the complainant a minimum of 7 school days' notice of the date, time and place of the meeting; any reasonable request made by the complainant for an alternative date should result in a mutually convenient alternative date being set at the earliest possible time. If the complainant does not wish to attend the meeting, he or she may present the complaint in writing to the committee. The complainant must submit any such material to the clerk no later than two school days before the meeting.
8. Subject to paragraphs 9 and 10 the Headteacher, accompanied by a friend or representative if he/she so wishes, may be present at the meeting of the committee which is convened to consider a complaint, but shall be precluded from the decision regarding the complaint.
9. Where the complainant chooses to attend in person, the usual order of proceedings shall be as follows:
 - a. The chairman of the committee will welcome the complainant, any representative and introduce those present.
 - b. The complainant may, if he or she chooses, restate the nature of the complaint.
 - c. The complainant may be asked questions by the committee and by the Headteacher.
 - d. The Headteacher may be asked to make a statement to the committee regarding the matter complained of and may be asked questions by the committee or by the complainant.
 - e. The complainant may, if he or she so chooses, summarise the complaint.
 - f. The Headteacher, complainant and any friend or representative they have brought will be asked to leave.



10. The committee shall consider at this meeting the complaint and any relevant information or factors. They shall only reach a decision after the Headteacher and, where relevant, the complainant and any friend or representative of either individual, have withdrawn. The committee shall decide.
 - i. To reject the complaint;
 - ii. To uphold the complaint; or
 - iii. To investigate the complaint further

11. The clerk shall inform the complainant and the Headteacher in writing within 5 school days:
 - a. Of the decision reached by the committee under paragraph 10 and the reasons for the decision.
 - b. Of any action taken or proposed if the complaint was upheld, including details of any request to those complained against to take particular actions to resolve the complaint. Where the complainant is dissatisfied with action taken or proposed to remedy the complaint, he or she may wish to pursue the matter further with the Headteacher, or the committee of the governing body.
 - c. Where the committee of the governing body's response has failed to satisfy the complaint, the fact that further recourse lies in a complaint to the Secretary of State.

12. Where, under paragraph 10 part iii, the committee of the governing body decides to investigate the complaint further, the clerk shall inform the complainant of the steps to be taken and of the progress made. Any subsequent meeting of the committee shall be subject to the provisions described above in so far as they are relevant.

13. The Secretary of State may require the governing body to make annual returns to the Department for Education giving the number of formal complaints dealt with and their outcomes. These returns will not identify individual complainants.

14. If you have any questions about the procedures described above, you may wish to contact the Headteacher or the Clerk to the Governors who will be able to advise you further.

Review Due: May, 2022

Review Cycle: Annual