



# Rednock School

Quality, Partnership, Success

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Proposed Policy:	Curriculum Complaints Procedure	Responsibility Of:	Sharron Cunningham
Date of Ratification:	May 2017	Date of Review:	May 2018

## CURRICULUM COMPLAINTS PROCEDURE

### Rationale

All students at Rednock School are entitled to follow a curriculum which is based upon:

- i. The National Curriculum;
- ii. Appropriate sections of the school's Teaching & Learning Policy;
- iii. The needs of groups of students across the school.

### Purpose

Rednock School's aim is that the curriculum should 'meet the needs of all students, exciting them to enjoy learning'. Where parents/carers consider that this is not the case they have the right to make a complaint to the Head Teacher or the Governing Body. The aim of this policy is to ensure interested parties have access to a system which allows a full and fair hearing of complaints regarding their child's access to the curriculum.

### Curriculum Complaints Procedure

In most cases, concerns or issues raised can be resolved through discussion and good communication. However, if it is not possible to resolve an issue then the following details outline the stages that will be used to resolve complaints.

The policy has 4 main stages and they are as follows:

- Stage 1 – A concern is raised informally with a staff member;
- Stage 2 – Complaint is heard by a member of the Senior Leadership Team;
- Stage 3 – Formal complaint is heard by the Head Teacher;
- Stage 4 – Complaint is heard by the Governing Body's Curriculum Complaints Appeal Panel.

#### Stage 1 – Raising a Concern

When an expression of concern is made to the school this should be raised with the most appropriate member of staff, normally this would be the line manager for the relevant curriculum area, the Head of Department. It is important to clarify the facts of the case and aim to resolve the matter through discussion.

#### Stage 2 – Complaint is heard by a member of the Senior Leadership Team

If the matter is not resolved satisfactorily for the complainant, the matter should then be put in writing to the Head Teacher who will ask the appropriate member of the Senior Leadership Team to deal with the matter. The member of the Senior Leadership Team will respond in writing to the complainant

normally within 10 school days of the complaint being raised. Alternatively, a meeting may be arranged to discuss the matter further. The aim will be to resolve the matter as quickly as possible.

### Stage 3 – Formal Complaint is heard by the Head Teacher

If the matter is still not resolved satisfactorily by the appropriate member of the Senior Leadership Team, then a formal letter of complaint should be made to the Head Teacher. The Head Teacher will review the complaint and respond in writing to the complainant normally within 15 school days.

### Stage 4 – Complaint is heard by the Governing Body's Curriculum Complaints Appeal Panel

If following these discussions, the Head Teacher does not resolve the matter to the satisfaction of the complainant, the complainant must write to the Clerk to the Governors specifying full details of the complaint, the grounds on which the appeal is being made and why a satisfactory resolution has not been possible.

It is the duty of the Governing Body to investigate and, if necessary, set up an appeal committee to hear a case. If this occurs, the Clerk to the Governing Body will have the responsibility for convening a hearing and ensuring that all the relevant papers are to hand. No statutory time limits apply to the consideration of such complaints but the Governing Body will consider responding promptly to any request from a parent / carer.

#### Curriculum Complaints Appeal Panel Hearing:

The panel will consist of three members of the Governing Body, at least one of who will be a member of the Curriculum Committee but shall not include the Head Teacher or Teacher Governors.

The complainant will be notified of the hearing and invited to attend to present their case to the panel. As an alternative to giving evidence orally, the complainant may make a written submission of evidence to the panel. Appropriate members of staff will be available to advise the governors and evidence will be presented to the panel by the school.

After careful evaluation of the process, information and findings, the Panel will decide to either:

- Reject the complaint;
- Uphold the complaint.

The Clerk to the Governors will inform the complainant and the Head Teacher in writing within 5 school days of the decision reached by the Curriculum Complaints Appeal Panel and the reason for the decision:

- a) If the complaint is rejected the Clerk will inform the complainant of any further recourses he or she may have;
- b) If the complaint is upheld the Clerk will inform the complainant of any actions proposed.

If the complainant is still not satisfied with the outcome, the complainant should write to the Chair of Governors, who will personally review the entire matter and communicate a final decision to the complainant.

Associated Policies and other relevant documents

Curriculum Policy  
Teaching and Learning Policy  
National Curriculum