



# Alfred Sutton Primary School

## Complaints Against the Curriculum Policy



### **Purpose**

The aims of Alfred Sutton Primary School emphasise that the curriculum should meet the needs of each pupil. Where parents consider that this is not the case they have the right to make a complaint.

### **Relationship to other policies**

This policy should be read in conjunction with the policies on the school curriculum, RHE, SEND, collective worship and assessment, and the general complaints policy and procedures.

### **Roles and Responsibilities of executive headteacher, other staff, governors**

The Headteacher will:

- 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 complainant 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 to make changes.
- Advise the complainant of their right to pursue the matter with the governing board.
- Ensure the governing board is advised of any complaints and provided with guidance to assist the decision-making process.

Should it be required, the governing board will ensure that a Complaints Panel is established with delegated responsibility to hear complaints, advise the head on the action/decision required, and write to the complainant within two weeks, explaining the action taken. If the complaint is not upheld, it will inform the complainant of their right to appeal to the LA.

### **Arrangements for monitoring and evaluation**

The governing board 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.

