

Walton Lane Nursery School & Rocking Horse Club

Policy:	COMPLAINTS AGAINST THE CURRICULUM
Reviewed:	October 2014
Next Review:	3 years or as legislation may require
Responsibility:	Senior Nursery School Teacher
Category:	Curriculum Policies

1. **Purpose**

To give advice to parents or guardians who wish to complain about the content of the curriculum and advise on how to proceed with a complaint.

2. **Aims and Objectives**

- To enable the school to address any curriculum issues raised by parents or guardians.
- To have a procedure in place to be able to deal effectively with any such complaint.

3. **Definition**

Parents may complain if they consider that the school is not doing one or more of the following:

- Providing a curriculum that meets the needs of their child
- Complying with the law on charging for school activities
- Providing statutory information
- Carrying out a statutory duty

4. **Implementation**

All staff should be aware of the policy and abide by the guidelines set out.

Training should be given where appropriate or necessary.

5. **The Policy**

5.1 ***Procedures for Parents and Carers***

- Make an appointment to put your complaint to the Headteacher.
- If you are not satisfied you can refer the matter to the governing body.
- If you remain unsatisfied you can then refer the matter to the LEA/Children's Services Authority, which will hear your complaint within 15 days.
- The LEA/CSA must inform the Complainant of the decision and required action.

5.2 ***Role of the Headteacher***

- Take all complaints seriously and deal with them sensitively

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- Request that the complaint is put in writing so that it can be investigated.
- Respond to the complaint personally.
- Involve other members of staff as appropriate.
- Where necessary, explain the legal position with regard to the Curriculum and the scope available to the school to make changes.
- Ensure that the Governing Body is made aware of any complaints and provided with guidance to assist the decision making process.

5.3 Role of the Governing Body

The Governing Body will:

- Appoint a Complaints Committee of three governors to hear the complaint and advise the Headteacher on actions or decisions required.
- The Committee will write to the Complainant explaining the action taken and advising on their right to appeal to the LEA/CSA if this is their wish.

5.4 Arrangements for monitoring and evaluation

The Governing Body will receive a yearly report from the Complaints Committee indicating the number and nature of complaints, the recommended action or decisions taken and the outcomes of those decisions.

6. Relationship to Other Policies

This policy should be read in conjunction with policies on:

The Curriculum
Assessment

Charging for School activities
General Complaints Procedure

7. Review Procedure

This policy will be reviewed annually by the Senior Nursery Teacher, the Head of Centre and the Governors.