



COVE INFANT SCHOOL

COMPLAINTS AGAINST:

**THE NATIONAL CURRICULUM,
RELIGIOUS EDUCATION
AND
RELATED MATTERS**

GUIDE FOR PARENTS

This policy guidance should be read in conjunction with the general complaints policy for the school which sets out in detail the process that should be followed in the event of a complaint.

Complaints against the curriculum are different to general complaints and relate to concerns regarding:

- The provision of the national curriculum for a particular child
- Following the law on charging for school activities such as school trips (see also the Charging policy)
- Provision of religious education and daily collective worship
- Provision of information to parents
- Other statutory duties regarding the curriculum.

In essence the procedure to follow is the same as that for general complaints to the school.

In the first instance any concerns should be raised with the class teacher or teacher responsible for the curriculum area. The majority of concerns are normally resolved quickly and effectively this way. If the complaint is not resolved informally the following steps can be followed.

Stage 1 : head teacher

The parent should contact the head teacher who will look into the complaint and respond accordingly. The majority of complaints will be resolved at this stage.

Stage 2 : chair of governors

The parent may write to the Chair who will review the issues and the head teacher's response. The chair will then inform the parent about the conclusion and try to resolve the concerns.

Stage 3 : governing body panel

In the rare instance that a parent remains dissatisfied, they may request the governing body's complaints panel to hear the case.

A full procedure for this including the relevant timeframes is available separately.

Stage 4 : Education authority

This is the final stage of the procedure and complainants at Stage 3 will be notified about the nature of this process by Children's Services.

Finally if you have any concerns regarding your child in school, please speak to a member of staff as soon as possible so that we can work together to resolve any issue.

Date proposed : 17 May 2011
Date ratified : 17 May 2011
Review due : May 2012