

The International
school & community college

Unlocking Potential

COMPLAINTS PROCEDURE

SCHOOL CURRICULUM AND RELATED MATTERS

Reviewed: May 2011
Date of Next Review: May 2012



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This procedure is laid down in accordance with S58(5) Education Reform Act 1988 as amended by Section 29 of the Education Act 2002, which require the Governing Body to have in place procedures for the consideration and disposal of complaints relating to matters concerning the curriculum within the school.

The duties covered by this procedure are:-

- a. The provision of a curriculum which meets the general requirements of section 1 and 2 of the Education Reform Act 1988, and sections 240 and 241 of the Education 1993 Act.
- b. The implementation of the National Curriculum and compliance with Orders and Regulations made about its requirements and exceptions to its provision.
- c. Provision of courses leading to external qualifications, only if that qualification and the associated syllabus have been approved.
- d. Provision of religious education and worship as required by the act.
- e. The need to act reasonably in deciding whether to apply to the Secretary of State either with or without the School's Curriculum and Assessment Authority for exemption from all or part of the National Curriculum in order to carry out development work.
- f. Consideration of appeals by parents about the temporary withdrawal of pupils from part or all of the National Curriculum.
- g. Operation of charging policies in relation to the curriculum.
- h. Compliance with requirements relating to the provision of information.
- i. Compliance with any other enactments relating to the curriculum.

If you have any questions about this procedure or whether your complaint is included within the scope of the procedure please contact _____, Clerk to the Governing Body, who will seek to advise you further.

1. Wherever possible concerns expressed by you about the school curriculum and related matters will be dealt with in the first instance by informal discussions with teachers and the Head Teacher.



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2. However, if you have expressed a concern about the curriculum or a related matter informally and you are not satisfied with the response you receive from the staff concerned you may submit your complaint in writing to the Head Teacher. In order to assist you with this process a Curriculum Complaints Form (see Appendix 1) is available from _____. If you do not use this form, please indicate clearly that you are making a formal complaint under this Complaints Procedure.
3. The Head Teacher will acknowledge receipt within 5 ordinary school days from receipt, and consider whether the complaint is urgent. Urgent complaints will be dealt with as quickly as possible.

The Head Teacher will respond to your complaint in writing within 20 ordinary school days stating:

- i. The decision he has reached and the reason for it; and
- ii. Any action taken or proposed to be taken including details of any request made to those complained against to take specified action to resolve your complaint.

If the Head Teacher considers that the complaint you have expressed does not fall within the scope of these procedures because it is not about a curriculum related matter, he will inform you in writing of any other recourse you may have.

4. If you have a curriculum related complaint, but you are not happy with the Head Teacher's response to it, or you do not receive a response within 21 days, then you may require the Head Teacher to refer the matter to the Clerk for referral to the Chairman of the Governing Body. Your request should be made in writing within 14 ordinary school days of the Head Teacher's response, or in the absence of a response from the Head Teacher at any time after the expiry of the time limit specified in paragraph 3 above. You may use the Curriculum Complaints Form for this request.
5. The Head Teacher must refer any request made under paragraph 4 above to the Clerk to the Governing Body within 7 ordinary school days.
6. The Clerk to the Governing Body will contact you within 7 days.

The Clerk will refer the matter to the Chairman of the Governing Body who will consider whether the complaint is urgent. Urgent complaints should be dealt with as soon as possible.



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If the Chairman is satisfied that the complaint is urgent he/she will ensure a meeting of the appropriate committees or appeals panel, is convened within 12 ordinary school days. In all other cases a meeting will be convened within 20 ordinary school days.

The Clerk will inform you of the date, time and place of the meeting, giving you a minimum of 7 ordinary school days notice. If you are unable to make the date proposed you must contact the Clerk immediately. An alternative date will be arranged at the earliest mutually convenient time.

You have the right to appear and speak at the meeting or alternatively you may submit written representations about your complaint to the Clerk at least 2 days before the date of the meeting. If you wish to attend the meeting you may be accompanied by a friend or representative.

7. If you decide to attend the meeting in person you will be introduced to all those present at the meeting and then invited to explain your complaint to the meeting. You may also be asked questions by the appropriate committee appeals panel or the Head teacher about your complaint.

The Head Teacher will also be entitled to attend a meeting convened to consider a curriculum related complaint accompanied by a friend or representative. The Head Teacher may be asked by the appropriate committee or appeals panel to make a statement about your complaint to the meeting. If you wish you may ask the Head Teacher questions about his statement. The appropriate committee or appeals panel may also ask the Head Teacher questions.

After you and the Head Teacher have spoken you will be asked to leave along with any representatives who may have accompanied you. The appropriate committee or appeals panel will then consider your complaint and make a decision.

8. The Clerk will inform you of the decision made by the appropriate committee within 5 ordinary school days and the reasons for their decision. They may decide to:-
 - a. uphold your complaint;
 - b. investigate your complaint further;
 - c. reject your complaint.
9. If your complaint has been upheld you will also be informed of any action taken or proposed, including details of any request to those complained against, to take particular actions to resolve the complaint.



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10. If the appropriate committees or appeal panel wish to investigate your complaint further you will be informed by the Clerk of any action to be taken. You will also be notified at regular intervals of any progress made. Any further meeting convened by the Clerk to consider your complaint will be held in accordance with this procedure where relevant.
11. Where the Governing Body's response to a curriculum related complaint under this procedure has failed to satisfy you, you have a further right of appeal to the Secretary of State for Education. As part of the act you can complain if the Governing Body has acted 'unreasonably' in relation to any of its duties and if the Governing Body has failed to fulfil any of its legal duties. The Secretary of State will not review the actual decision made by the appropriate committees or appeal panel, although he does have the power to make directions to the Governing Body in relation to any breach of duty discovered.

You are not entitled to complain directly to the Secretary of State about curriculum related matters until you have first used this Formal Complaints procedure.

12. The Secretary of State for Education may require the school to make annual returns to the Department for Education giving the number of formal complaints dealt with by the school and their outcomes. These returns will not identify your individual complaint.
13. The Governing Body will ensure that information is provided in languages other than English and that there are provisions for interpreters to be present during oral representation.



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APPENDIX 1

CURRICULUM COMPLAINTS FORM

Name..... Tel No.....

Address..... Post Code.....

Child's Name..... Class/Year.....

Relationship.....

Complainant Male Female

Ethnic Origin:

African-Caribbean Bangladeshi Mixed Parentage

Indian Pakistani White Other

Please specify

Interpreter required Yes No State Language.....

Details of Complaint:



Complainants Expectations:

Stage 2 - First Formal Stage

Date received.....

Date acknowledged.....

Date of any meeting with parent..... Date.....

Final written response to parent..... Date.....

Resolve at this stage: Yes No

Response sent within time limit: Yes No

Other comments:

Stage 3 - Second Formal Stage

Date received.....

Date acknowledged.....

Date of G.B. meeting.....

Outcome:

Date of letter to parent confirming outcome.....

Response sent within time limit Yes No

Summary of finding:



Action to be taken:



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