

ST PETER'S SCHOOL : BOURNEMOUTH

A PARENTAL & CARERS GUIDE TO THE CURRICULUM COMPLAINTS PROCEDURE.

If you consider you have a complaint about the curriculum, including religious education and collective worship your child follows at St Peter's School, please find outlined below the recommended procedures you are asked to follow.

A full copy of the Curriculum Complaints Procedure is available from the school on request. However, it must be made clear that any complaint made under this procedure is not about individual members of school staff, but about the work your child is asked to participate in or complete.

- * In the first instance you are strongly advised to contact the Subject Leader of the subject area giving you concern, for an informal discussion.
- * If after this initial discussion the issue remains unresolved you are advised to contact a Senior member of staff for further informal discussions or to seek advice.
- * If after these discussions you are still dissatisfied, a formal letter of complaint should be submitted to the Headteacher.
- * The Headteacher will immediately advise you if your complaint is not covered by these procedures.
- * Your complaint will be considered by the Headteacher and you will be notified of his decision and any relevant action he proposes to take.
- * If you do not approve of the outcome, you must inform the Headteacher in writing. The Headteacher will then refer the matter to the Governors' Complaints Committee within 12 school days, if the matter is of an urgent nature, or otherwise 20 school days.
- * The Clerk to the Governing Body will notify you of the date your complaint will be discussed.
- * If the date is inconvenient you should contact the Clerk to the Governing Body to request an alternative date.
- * You may or may not wish to attend the meeting. If you do wish to attend you may be accompanied by a friend.

- * You will be welcomed by the Chairman of the Governors' Complaints Committee, who will introduce those present.
- * You can restate your complaint.
- * You may be asked questions.
- * The Headteacher will be asked to make a statement, and may be asked questions by yourself or the Governors present.
- * You may then wish to summarise your complaint.
- * While a decision is arrived at, the Headteacher, you and your representative will be asked to leave the room.
- * For your guidance, only one of three decisions outlined below can be made:
 - to reject the complaint
 - to uphold the complaint
 - to investigate the complaint further
- * You will be informed in writing of the decision within 5 working days.
- * At this point if the Committee decides they are unable to deal with the complaint, you will be informed of this decision and who you may contact for further advice.
- * If you are still dissatisfied you have the opportunity to discuss the matter further with the Headteacher or the Governor's Complaints Committee.
- * If you are still dissatisfied you may take your complaint to the Secretary of State for Education, or, if it is about religious education or collective worship, to the Bishop of the Roman Catholic Diocese of Portsmouth. You will be given the relevant information by the Clerk to the Governors.

POLICY REVIEW.

This Policy will be kept under review by the Governing Body.

Updated: **April 2014.**

Approved by The Teaching, Learning & Achievement Committee: **30TH April 2014**

Ratified by Full Governing Body: **9th July 2014**

Due for Review: **April 2017**