

ST PETER'S SCHOOL : BOURNEMOUTH.

CURRICULUM COMPLAINTS PROCEDURE.

STATUTORY LEGISLATION.

The Education Act 1996 (Schedule 23 para 4 (2)) (Article 14) lays down statutory regulation requiring the Governing Body to formulate procedures for the consideration and disposal of complaints relating to the curriculum followed within the school. The Secretary of State for Education has approved the procedures set out below.

1.0 COMPLAINTS PROCEDURE.

The procedures set out below aim to be sufficiently comprehensive to cover all relevant complaints and make it clear how each type of complaint is to be dealt with. The procedures establish arrangements that enable a complaint to be processed from the point of informal discussion through distinct formal stages to the point where the next step would be complaint to the Secretary of State. The Secretary of State will not consider complaints on matters covered by the procedures until they have been exhausted.

2.0 EXEMPTIONS.

The procedures do not cover complaints about the actions of individual teachers or the Headteacher in this school. If, in the course of consideration of a complaint, it is decided that disciplinary proceedings should be initiated, separate action will be taken as appropriate. Separate arrangements exist to review disagreements and appeals against the special educational provision specified in statements for children with special educational needs.

3.0 RIGHTS OF THE INDIVIDUAL.

The procedures enable the complainant to make representations at each stage, in person, to the Governors' Complaints Committee, accompanied by a friend or interpreter if so desired. Where appropriate, every effort will be made to provide information to complainants in languages other than English, and arrangements made for an interpreter to be present during any oral representations.

4.0 DUTIES COVERED BY THE PROCEDURE.

- 4.1 The provision of a curriculum, including religious education and collective worship which meets the general requirements of the Education Acts 1996 (Sections 350-374, 400 and 408);
- 4.2 The implementation of the National Curriculum and compliance with Statutory Orders and Regulations made about its requirements and exceptions to its provision;
- 4.3 The provision of courses leading to external qualification, where these qualifications and associated syllabus have been approved by the Secretary of State and/or a designated body.
- 4.4 The provision of religious education and worship as required by the Education Acts 1996 (Sections 375 - 389) as applicable;

- 4.5 The need to act reasonably in deciding whether to apply to the Secretary of State either with or without The Standards and Testing Agency for exemption from all or part of the National Curriculum in order to carry out developmental work;
- 4.6 The consideration of appeals by parents about the temporary withdrawal of pupils from part or all of the National Curriculum;
- 4.7 The operation of charging policies in relation to the curriculum;
- 4.8 The compliance with requirements relating to the provision of information;
- 4.9 The compliance with any other enactments relating to the curriculum.

5.0 INITIAL RESPONSE.

The Secretary of State expects that any concerns expressed by the parents and others about St Peter's school curriculum and related matters will be dealt with in informal discussion with teachers and/or the Headteacher in the first instance. If dissatisfied, the person then concerned may submit a formal complaint to the Headteacher. He or she must do so in writing, making clear that it is a formal complaint, and specifying its nature as exactly as possible.

6.0 HEADTEACHER RESPONSE.

If in his/her view, the complaint falls outside the scope of the procedures (see paragraphs 3 and 4), the Headteacher will advise the complainant of any other recourse he or she may have. The Headteacher will consider urgent complaints as quickly as possible. If it is clear that investigations of the relevant complaint will take some time, the Headteacher will notify the complainant of the fact, and of progress during consideration of the complaint. In any event the Headteacher will inform the complainant within 15 school days of :

- (a) the decision he/she has reached, and the reason for it:
- (b) any action taken or proposed, including details of any request made to those complained against to take particular actions to resolve the complaint.

7.0 RIGHT OF APPEAL.

If the complainant is dissatisfied with the Headteacher's response, or has not received a decision within 15 school days, the Headteacher must refer the matter to the Governor's Complaints Committee via the Clerk to the Governing Body. The Clerk will write to the complainant with details of how the Governing Body or Committee of it will consider the complaint, and of the complainant's right as explained in paragraph 3 and the paragraphs below.

8.0 RESPONSE TO APPEAL.

If the complaint appears to be urgent, the Clerk will convene a meeting of the Governor's Complaints Committee to consider the complaint within 12 days of its receipt, these being days on which the school is normally in session ("school days"). If the complaint is not urgent the clerk will convene a meeting to consider the complaint within 20 school days. The clerk will give the complainant a minimum of 7 ordinary days notice of the date, time and place of the meeting; any reasonable request made by the complainant for an alternative date should result in a mutually convenient alternative

date being set at the earliest possible time. If the complainant does not wish to attend the meeting, he or she may present the complaint in writing to the committee. The complainant must submit any such material to the clerk no later than 2 school days before the meeting.

9.0 THE RIGHT OF THE HEADTEACHER.

Subject to paragraph 10 and 11 the Headteacher, accompanied by a friend or representative if he or she wishes, may be present at the meeting of the Ccommittee, but shall be precluded from the decision regarding the complaint.

10.0 ORDER OF PROCEEDINGS.

Where the complainant chooses to attend in person, the usual order of proceedings shall be as follows:

- (a) the Chairman of the Governors' Complaints Committee will welcome the complainant, any representative and introduce those present.
- (b) the complainant may, if he or she chooses, restate the nature of the complaint.
- (c) the complainant may be asked questions by the committee and by the Headteacher.
- (d) the Headteacher may be asked to make a statement to the committee regarding the matter complained of and may be asked questions by the committee or the complainant.
- (e) the complainant may, if he or she so chooses, summarise the complaint.
- (f) the Headteacher, complainant and any friend or representative they have brought will be asked to leave.

11.0 THE DECISION OF THE COMMITTEE

The committee shall consider at this meeting the complaint and any other relevant information or factors. They shall only reach a decision after the Headteacher and, where relevant, the complainant and any other friend or representatives or either individual, have withdrawn. The committee shall decide:

- * to reject the complaint
- * to uphold the complaint; or
- * to investigate the complaint further.

12.0 NOTIFICATION OF DECISION

The Clerk shall inform the complainant and the Headteacher in writing within 5 school days:-

- (a) of the decision reached by the committee under paragraph 10 and the reasons for the decision. If the committee decides that the complaint falls outside the scope of paragraph 4, the clerk will inform the complainant of any further recourse he or she may have.
- (b) of any action taken or proposed if the complaint was upheld, including details of any request to those complained against to take particular actions to resolve the complaint. Where the complainant is dissatisfied with the action taken or proposed to remedy the

complaint, he or she may wish to pursue the matter with the Headteacher, the full governing body or the committee, as appropriate.

Where the committee's response has failed to satisfy the complaint, the fact that further recourse lies in the complaint to the Secretary of State under section 496 or 497 of the Education Act 1996. However, it should be pointed out that the Secretary of State's powers do not extend to reviewing decisions of Complaints Committees. The Secretary of State only has the power to decide whether the governing body concerned has acted unreasonably or is in default of its statutory duties.

13.0 DECISION TO INVESTIGATE FURTHER.

Where under paragraph 11 the committee decides to investigate the complaint further, the clerk shall inform the complainant of the steps to be taken and of the progress made. Any subsequent meeting of the committee shall be subject to the provisions described above in so far as they are relevant.

14.0 STATISTICS.

The Secretary of State may require the governing body to make annual returns to the Department for Education (DfE) giving the number of formal complaints dealt with and their outcomes. These returns will not identify individual complainants.

15.0 COMPLAINTS RELATING TO RELIGIOUS EDUCATION OR COLLECTIVE WORSHIP.

Any complaints concerning Religious Education or Collective Worship should be made initially to the Governors' Complaints Committee of St Peter's School, and should the complainant be dissatisfied with the response, representation can be made to the Bishop of the Roman Catholic Diocese of Portsmouth.

Bishop of the Roman Catholic Diocese of Portsmouth
Diocesan Schools Commission
Park Place Pastoral Centre, Winchester Road, Wickham. Fareham. PO17 5HA

16.0 FURTHER INFORMATION.

If you have any questions about the procedures described above, you may wish to contact the Clerk to the Governors, who will be able to advise you further.

17.0 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**

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.

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**ST PETER'S SCHOOL : BOURNEMOUTH.
GOVERNORS' CURRICULUM POLICY STATEMENT.**

THE SCHOOL MISSION STATEMENT.

With Christ as our guide;
Learning together;
Loving God and each other;
Becoming the best we can be

The school is committed to excellence through all its activities, enabling all pupils to achieve their potential. It strives to educate the whole person academically, socially, spiritually, morally and physically.

The school seeks to fulfil this commitment through a curriculum based on Christian principles and centred on the needs and aspirations of its pupils.

1.0 INTRODUCTION.

The main purpose of the school is to give a Christian education to all its pupils. To this end it seeks to develop and strengthen Christian faith and living, in accordance with the teachings of the Catholic Church.

The Governors seek to build a Christian community that provides for each pupil every opportunity for personal, academic and social development. In particular, the school seeks to encourage self-respect and self-confidence, a sense of responsibility, initiative and leadership; it strives to guide each pupil to the highest academic achievements of which he or she is capable; it endeavours to inspire a spirit of service to the family, the Church, the community and society at large. The Governors want all pupils at St Peter's to take their place in society as mature and well-balanced young people, able to serve and to lead.

The School Curriculum is defined as everything which offers a potential for learning within the orbit of the school community. The Governors recognise that this will naturally extend into the school forging positive relationships with parents, parishes and the wider community, and will reflect the statutory requirements of the National Curriculum.

St Peter's offers a range of subjects and learning experiences that provide breadth, balance, coherence, relevance, differentiation and progression for each pupil.

All pupils have access to the curriculum and all can expect the opportunity to achieve and celebrate success, having particular regard for their individual need for support and guidance, set within a secure and caring environment.

2.0 GOVERNORS RESPONSIBILITIES CONCERNING THE CURRICULUM.

The Governors will oversee the following responsibilities relating to the Schools Curriculum :

- 2.1 To the implementation of the School Curriculum, to include the provision of the National Curriculum, religious education, collective worship, sex education and career education for pupils.
- 2.2 To ensure that pupils with special educational needs are provided with any identified educational provision, and that teaching staff are aware of the importance of identification and appropriate support;
- 2.3 To review curricular policy statements on a regular basis;

- 2.4 To establish a procedure for the consideration of curricular complaints;
- 2.5 To determine the length of the School day;
- 2.6 To the appointment of staff appropriate to the needs of the pupils.
- 2.7 To fulfil the requirements of the Code of Practice for Special Educational Needs, Inclusion and Social Inclusion.
- 2.8 To fulfil the National Curriculum Assessment requirements at the end of Key Stage 4 and to report the National Curriculum Assessment results to parents and publish these results alongside national analyses of these results.

3.0 AIMS AND OBJECTIVES OF THE CURRICULUM.

The Governors, in pursuit and support of their stated intentions, seek to promote and endorse the following Curriculum aims for learning, thereby enabling and helping all pupils to :

- 3.1 maturity in faith through a Christian education based upon the traditions of the Catholic Church and the acquisition of Christian values and convictions, as well as moral and social attitudes, thereby enabling tolerance for other religions, races, cultures and lifestyles.
- 3.2 develop the knowledge, values, attitudes and skills needed to further his or her education and eventually to participate fully and constructively in adult life and employment in a rapidly changing society.
- 3.3 foster the desire to learn, value education as a life-long process, and appreciate human achievements and aspirations.
- 3.4 be challenged to seek academic excellence appropriate to age, aptitude and ability.
- 3.5 develop lively enquiring minds, and the ability to question and argue rationally.
- 3.6 understand the world in which they live and the interdependence of individuals, groups and nations.
- 3.7 use language and number effectively, and apply understanding and skills to address issues, solve problems and undertake practical tasks.
- 3.8 find and use information.
- 3.9 regard assessment as an integral and valuable element in the learning process, enabling progress to be monitored and celebrated, as well as diagnosing difficulties.

In pursuing these aims it is intended that the curriculum and associated opportunities for learning will be presented through a variety of teaching styles, and that this in turn will enable pupils to progressively take greater responsibility for their own learning. It should :

- * contribute to the fullest development of every individual pupil's intellectual capacities, personal qualities and attitudes, and to their commitment to a set of Christian values;
- * help prepare pupils for life in our multi-cultural and technological society, and prepare them for a responsible, informed and active involvement in the community;

- * provide them with the knowledge, understanding and skills required to meet the demands of work, responsible citizenship and leisure.

4.0 STATUTORY REQUIREMENTS.

The Governors will ensure that the following statutory requirements are fulfilled :

- 4.1 The requirements of the National Curriculum at Key Stage 3 and Key Stage 4 are subsumed within the School's curriculum.
- 4.2 Religious Education will include a daily act of collective worship and teaching according to the tenets of the Roman Catholic Church.
- 4.3 The requirements of the National Curriculum Assessment arrangements, the reporting of results to parents, and the publication of Key Stage 4 results alongside national analyses of these results.

5.0 POLICY REVIEW

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