

# Policy: COMPLAINTS ABOUT THE SCHOOL CURRICULUM AND OTHER STATUTORY MATTERS



## RATIONALE

At Meredith Infant School we recognise that it is our statutory obligation in relation to Section 409 of the 1996 Education Act, to ensure that we have arrangements in place for the consideration or disposal of any complaint relating to a statutory duty or power. This includes admissions, exclusions, provision of an appropriate curriculum, Inclusion, collective worship, sex education and staff grievances.

Complaints of a more general nature fall outside the remit of this policy and are referred to in our General Complaints Procedure.

## PURPOSES

- To fulfil parents' statutory right to access a formal complaints procedure.
- To ensure that the school has a system in place to enable parents and staff to express their concerns, by way of a complaint, instigate an investigation and where possible seek a solution.

## PROCESS

- Parents will first talk to the child's class teacher and/or the Headteacher about problems as soon as they arise and therefore sort them out simply, quickly and informally.
- Staff should initially share their concerns with the Headteacher.
- If the problem is unable to be resolved a more formal complaints procedure involving three levels may be brought into use.

1. Formal complaint to the Governing Body.
2. Formal complaint to Portsmouth Local Authority.
3. Formal complaint to the Secretary of State for Education.

NB. The problem may be resolved at any of these levels.

A full copy of the General Complaints Procedure Document is available from the school office or the Clerk to the Governing Body.

Date: 15<sup>th</sup> January 2018

Review: Autumn Term 2030

Signed:

CoG

HT

# Meredith Infant School ~ COMPLAINT FORM



**Please complete this form and return it to the Headteacher / Clerk to the Governing Body, who will acknowledge its receipt and inform you of the next stage of the procedure.**

Your name .....

Relationship with school (eg. parent of pupil) .....

Pupil's name & class (if relevant to complaint) .....

Your address :

Daytime tel no: ..... Evening tel no : .....

Please give concise details of your complaint, including dates, names of witnesses etc. to allow the matter to be fully investigated.:

You may continue on separate paper, or attach additional paperwork if you wish.

Number of additional pages attached :

What action, if any, have you already taken to try to resolve your complaint? (ie. who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature :

Date :

School use:

Date Form received:

Received by :

Date acknowledgement sent :

Acknowledgement sent by :

Complaint referred to :

Date :