FERNDOWN Upper School

Dorset Education Partnership

COMPLAINTS AGAINST THE CURRICULUM POLICY

Policy first adopted .....July 2004.....

To be reviewed 3-yearly

Reviewed .....November 2008.....

Reviewed .....May 2012.....

Reviewed .....May 2015.....

Reviewed ..... Feb 2018.....

Reviewed .....Oct 2020.....

Reviewed..... January 2024 .....

Reviewed November 2026

FERNDOWN UPPER SCHOOL
COMPLAINTS AGAINST THE CURRICULUM POLICY

SCOPE OF THE POLICY

Parents of pupils in the school may complain if they consider that the school is not:

- providing a curriculum to meet the needs of their child
- complying with the law on charging for school activities
- providing religious education and daily collective worship
- providing statutory information
- carrying out a statutory duty
- acting reasonably in carrying out the Curriculum Policy of the school

PROCEDURE

1. Parents should send a written account, outlining their concern, to the Headteacher.
2. The Headteacher (or nominated member of SLT) will communicate via phone, email or a face-to-face meeting.
3. If the parent feels that the matter has not been resolved satisfactorily, they may write to the Chair of Governors giving all the relevant facts in the letter.
4. The chair of governors will consider the matter and come to a decision.
5. A written report will be sent to the parent and the Head within fifteen working days.
6. If the parent is still unhappy with the way in which the procedure has been followed, they may write to the LA.
7. The LA will inform the complainant of their decision. The decision of the LA is final.

THE ROLE OF THE GOVERNING BODY

The governing body:-

- Will advise the Headteacher on actions or decisions required and write to the complainant within 15 working days, explaining the action taken and advising on the right of appeal to the LA, if appropriate
- receives a termly report from the Complaints Against the Curriculum Committee detailing actions and outcomes
- reviews the Policy every three years.

10/11/2026