



To believe, to achieve, to succeed – together

Complaints Against the Curriculum Policy

Our Mission Statement is:

'To enjoy school, achieve our best and lay the foundations for life long independent learning.'

We do this by:

- Having high expectations of academic achievement and behaviour by continually challenging monitoring and raising standards in order to evaluate the needs of individual pupils
- By continually enhancing our unique site so that we provide a healthy and safe environment which is happy, purposeful, encouraging yet stimulating and creatively structured
- Nurturing every one's emotional and spiritual development through Christian values and the positive caring ethos of the school
- Ensuring we develop self respect and an appreciation of the needs and views of others
- Providing a broad and balanced imaginative curriculum that promotes individual learning styles and develops reflective learners, independent and collaborative thinkers and decision makers
- Seeing all children as individuals, valuing their different strengths and achievements and equipping them to be successful in the modern world
- Developing and maintaining strong links and a shared vision with our families and local church and community networks
- Nurturing a positive relationship between home and school that ensures a strong learning partnership along side mutual respect
- Ensuring fairness and equality of opportunity for all in our inclusive learning environment so that all children have a positive experience of school life and their individual needs are met

Complaints against the Curriculum Policy

At Croughton All Saints School we aim to meet the needs of each and every pupil through our curriculum. Where parents consider that this is not the case they have the right to make a complaint to members of the governing body. They will consult with the Headteacher on how to resolve the complaint.

This policy should be read in conjunction with the policies on Collective Worship, Assessment and the General Complaints Policy.

Roles and responsibilities of the Headteacher, other staff and governors.

The Headteacher will:-

- Take all complaints seriously and deal with them sensitively
- Request that the complaint is put in writing so that it can be investigated
- Respond to the complaint personally or delegate it to an experienced member of the senior management team
- Involve other members of staff as appropriate
- Where necessary, explain the legal position with regard to the National Curriculum, and the scope available to the school to make changes
- Advise the complainant of their right to pursue the matter with the governing body
- Ensure the governing body is advised of any complaints and provide them with guidance to assist the decision making process.

The governing body will ensure that a Complaints Committee consisting of three governors is established with delegated responsibility to hear complaints, advise the head on the action/decision required and write to the complainant within two weeks, explaining the action taken. If the complaint is not upheld, it will inform the complainant of their right to appeal to the LA.

All complaints will be reported to the full governing body indicating the nature of the complaint, the recommended action or decisions taken and the outcomes of those decisions