



Curriculum / Religious Worship complaints policy.

March 2017

Next review: March 2018

We adhere to the National Curriculum and follow all guidelines and programmes of study that are recommended through this. We are not a Church school but do follow the statutory duty to carry out collective worship/reflection time each day. This is carried out during assemblies that happen on a Monday, Wednesday and Friday afternoon and during in class 'reflection' time that happens every Tuesday and Thursday. This is very often followed up during Religious Education sessions in class. Our curriculum maps are clearly listed on our website so that parents can see what topics their children are studying each term.

If a parent has a concern about any of the curriculum we are offering our children including the religious worship we carry out, then in the first instance they need to inform the classteacher. It is hoped that the classteacher would then be able to clarify and assure the parent that the content and delivery are both appropriate and non-biased.

Summary of dealing with Curriculum / Religious complaints

Stage 1 – Complaint heard by staff member with the staff member offering clarification and assurance hopefully resulting in a resolution.

If not resolved, then escalate to **Stage 2** – Complaint heard by Headteacher

Headteacher speaks to the complainant to hear details of the complaint from their perspective.

Headteacher is updated by staff member and allowed time to research the complaint and its grounding.

Headteacher then discusses findings with complainant and hopefully it is resolved. Changes in policy and procedure **may** happen as a result of findings.

If not resolved, then escalate to **Stage 3** – Complaint heard by Chair of Governors

Complainant is asked to outline the complaint to the Chair of Governors in a letter to be sent to the school office. This letter will be delivered to the Chair of Governors who will

- acknowledge receipt of complaint within 5 working days
- write to complainant with outcome of investigation within 5 working days
- ensure Headteacher informed of outcome
- offer escalation to Stage 4 if dissatisfied

If not resolved then escalate to **Stage 4** – Governors complaints/appeal committee meeting arranged. This committee is formed in accordance with which Governors are available at this specific time. Three Governors will form this committee including a Chair. The chair of this committee

- issues a letter inviting complainant to a meeting
- issues a letter confirming panel decision within 20 working days of the meeting
- ensures the Headteacher is informed of the outcome

- advises the complainant that if they are still not satisfied with the findings that they can write to the Secretary of State for Education who would then take over and make decisions re any action.

The Local Authority consider schools should have every opportunity to resolve complaints at local level in the first instance. They recognise that the majority of issues raised can only be effectively resolved at local level where, in most cases the power to take appropriate action is vested in the school rather than the LA.

It is Local Authority policy that unless allegations relate to serious incidents of staff conduct, child protection issues or potential criminal activity it will not look into complaints about matters in schools until after the school's own complaints procedures have been fully exhausted and concerns still remain.

Monitoring of Complaints

An anonymous analysis of all formal complaints will be reported to the governing body regularly so that any necessary changes in the school's policies, practices or procedures can be considered and implemented.

For further details about our complaints procedures please ask to speak to the Headteacher.