



**Lakelands**  
Academy

# **CURRICULUM COMPLAINTS POLICY**

**NEXT REVIEW:  
SUMMER 2022**

This procedure is laid down in accordance with S58(5) Education Reform Act 1988 as amended by Section 29 of the Education Act 2002, which require the Governing Body to have in place procedures for the consideration and disposal of complaints relating to matters concerning the curriculum within the school.

### **Purpose of this Statement**

The complaints procedure may be used by parents/carers if they believe that the Board of Governors is failing to:

- provide a broad and balanced curriculum for their child which meets the general requirements of section 1 and 2 of the Education Reform Act 1988, and sections 240 and 241 of the Education 1993 Act.
- Implement the national curriculum and comply with orders and regulation made about its requirements and exceptions to its provision
- comply with the law on charging for academy curriculum based activities
- offer only approved qualifications or syllabuses
- provide Religious Education in accordance with the Shropshire Agreed Syllabus
- provide collective worship as required by the act
- provide appropriate information about how the curriculum will be taught and assessed
- carry out any other statutory duty related to the curriculum
- provide statutory information
- act reasonably in any of the above areas

The Head teacher initially deals with any such complaint.

If not resolved, the matter is referred to the chair of the Board of Governors.

### **Informal Stage**

If at all possible, curriculum related concerns and complaints should be handled and resolved informally by the Deputy Headteacher (Curriculum) or Headteacher without the need to invoke a formal referral and process. The complaint should first be raised verbally or in writing and all reasonable attempts should be made to deal with the matter informally.

An unreasonable refusal by the complainant to attempt an informal resolution may result in the concern or complaint being taken no further.

## **Formal Stage**

Should informal attempts to resolve the issue be unsuccessful and the person raising the complaint wishes to take the matter further, the following process should be followed:

- A formal complaint should be made in writing to the Headteacher
- An acknowledgement will be sent within 2 working days of receipt
- The Headteacher will initiate any required investigation and will give some indication of how long the investigation may take and the date by which an update will be given. Outcomes of investigation and resolution will be relayed within 10 working days of the investigation taking place. In most circumstances, the procedure should take no more than 20 working days from receipt of the formal complaint.

## **Formal Complaints Referred to Governors**

Appeals against outcomes may be made in writing to the Chair of Governors.

If the Chair of Governors decides that the concern or complaint has been dealt with reasonably, the complainant's only grounds for appeal will be on the basis of the way in which their concern or complaint was handled (and not against the decision made). In such cases, the complainant has the right to lodge a further appeal to the Complaint Panel of the Governing Body detailing their concerns.

If the Chair of Governors decides that the concern or complaint may not have been dealt with reasonably, or that a formal appeal is appropriate, or if the Headteacher is the subject of the concern or complaint, then it will be heard by the Complaints Panel of the Governing Body. The complainant will be informed of this and will be provided with further information on this stage of the process. Outcomes will be relayed as soon as possible and at the latest within 10 working days of the panel's decision being made.

Where the Governing Body's response to a curriculum related complaint under this procedure has failed to satisfy you, you have a further right to appeal to the Secretary of State for Education. You can complain if the Governing Body has acted 'unreasonably' in relation to any of its duties and if the Governing Body has failed to fulfil any of its legal duties. The Secretary of State will not review the actual decision made by the appropriate committees or appeal panel, although he or she does have the power to make directions to the Governing Body in relation to any breach of duty discovered.

You are not entitled to complain directly to the Secretary of State about curriculum related matters until you have first used this Formal Complaints procedure.