



# Eldersfield Lawn C.E. Primary School

## LIFE

Living and Inspiring Futures for Everyone

“Start children off on the way they should go  
and even when they are old, they will not turn  
from it.”

Proverbs: 22:6

## Curricular Complaints Policy

Policy Review: April 2026

Next Review: April 2027

## **Eldersfield Lawn CE Primary School**

### **COMPLAINTS AGAINST THE CURRICULUM POLICY**

#### **1. Purpose**

To give advice to parents or guardians who wish to complain about the content of the curriculum and advice on how to proceed with a complaint.

#### **2. Aims and Objectives**

- Enable the school to address any curriculum issues raised by parents or guardians.
- To have a procedure in place to be able to deal effectively with any such complaint.

#### **3. Definition**

Parents may complain if they consider that the school is not doing one or more of the following:

- Providing a curriculum that meets 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

#### **4. Implementation**

All staff should be aware of the policy and abide by the guidelines set out.

Training should be given where appropriate or necessary.

#### **5. THE POLICY**

##### **5.1 Procedures for Parents and Carers**

- Make an appointment to put your complaint to your child's class teacher.
- If you are not satisfied with your response you can contact the Headteacher.
- If you are still not satisfied with your response, you can refer the matter to the Governing Body.
- If you remain unsatisfied at this stage, you can then refer the matter to the LA/Children's Services, which will hear your complaint within 15 days.
- The LA/Children's Services must inform the complainant of the decision and required action.

##### **5.2 Role of the Head teacher**

- 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.
- 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.

- Ensure that the governing body is made aware of any complaints and provided with guidance to assist the decision making process.

### **5.3 Role of the Governing Body**

The Governing Body will:

- Appoint a Complaint's Committee of three Governors to hear the complaint and advise the Head teacher on actions or decisions required. The committee will write to the complainant explaining the action taken and advising on their right to appeal to the LA/CS if this is their wish.

### **5.4 Arrangements for Monitoring and Evaluation**

The Governing Body will receive a yearly report from the Complaints Committee indicating the number and nature of complaints, the recommended action or decisions taken and the outcomes of those decisions.

## **6. Relationship to Other Policies**

This policy should be read in conjunction with policies on:

Curriculum  
Collective Worship

Charging for School activities  
General Complaints Procedure

Policy Review: April 2026

Next Review: April 2027

To be reviewed annually.