



Queen Mary's Grammar School

A statement of our policy on

Curriculum Complaints

Approved by the Pastoral & Curriculum Committee March 2017

Principles

The School aims to minimise the potential for complaints by providing a broad and balanced programme which:

- meets statutory requirements
- is appropriate to the needs and abilities of all students in the school
- prepares all students for national testing and public examinations
- provides a wide range of educational experiences and opportunities
- prepares students for higher education and, the world of work

The curriculum is reviewed annually by the Senior Leadership Team (SLT) and proposals for change are tabled at a meeting of the Pastoral and Curriculum Committee of the Governing Body

If, in spite of the above, a parent or guardian perceives a cause for complaint, the School will deal with the complaint promptly and courteously.

Aims

- To provide the best possible curriculum for all our students
- To deal with any complaints in a prompt, courteous and appropriate manner

Objectives

In pursuing those aims, the school has the following objectives, to:

- Review the curriculum regularly to ensure that it continues to meet the needs and match the abilities of our students
- Consult with governors before introducing any curricular changes
- Deal with complaints in the ways suggested in the procedures below

Procedures

- A parent or guardian who has a complaint or concern regarding the curriculum should, in the first instance, contact the relevant Head of Year who will be happy to discuss any matters of concern and attempt to resolve them.
- If such discussions do not result in a resolution of the matter, the parent or guardian should bring the matter to the attention of the Head of School, Mr Langton who will meet with parents, discuss the issue and attempt to arrive at an appropriate resolution of the problem informally.
- If it does not prove possible to resolve difficulties informally, the parent or guardian should write to the Clerk to the Governors of Queen Mary's Grammar School, who will bring the matter to the attention of the appropriate committee of the Governing Body. The Governors will inform the parent or guardian how the complaint is to be investigated and who will be dealing with it. The complaint will usually be investigated within 20 school days.
- The School governors will hold a meeting to discuss any complaint lodged with them through the Clerk to the Governors. The parent or guardian is encouraged to attend the meeting so that he or she can talk about the issue in more detail. A friend or representative can also attend. At least 3 days notice will be given of any such meeting; every effort will be made to make it a date and time convenient to the parent or guardian.
- The Clerk to the Governors will write to the parent or guardian after the meeting to inform the parent or guardian of any action taken or to be taken.
- If the parent or guardian is not satisfied with the governors' response, he or she should make contact with the Chief Education Officer at Walsall Council. The complaint should be addressed to the Director of Education and Community Services, Civic Centre, Darwall Street, Walsall WS1 1DQ. Copies of the original complaint and any other relevant papers should be enclosed. The parent or guardian will receive a written communication with information about any arrangements made to deal with the complaint.
- If the parent or guardian is still not satisfied with the response, he or she may appeal to the DFE. The complaint should be addressed to the Secretary of State, Department for Education, Sanctuary Buildings, London SW1P 3BT. Copies of the original complaint and any other relevant papers should be enclosed. The Secretary of State will acknowledge receipt and inform the parent or guardian of how the department will deal with the issue.

The teacher responsible for curricular complaints is: The Head of School, Mr RJ Langton