

## Complaints Procedure for Parents

Complaints about the curriculum should be in writing to the Headteacher in the first instance. If a matter cannot be resolved at that stage the headteacher should refer it to the governing body. Ultimately parents may complain to the Secretary of State.

Parents of pupils at St. Pauls should follow this complaints procedure if they believe that the governing body are failing to:

1. Provide the National Curriculum in the school for a particular child.
2. Follow the law on charging for activities
3. Provide Religious Education and daily Collective Worship.
4. Provide the information that they have to provide
5. Carry out any other statutory duty relating to the curriculum.

Complaints about discrimination of pupils should be made in writing to the Headteacher. If you wish to take the matter further then write to the Chair of the Governing body. If the Governing body cannot sort out the problem, a complaint may be made to Ofsted. Ofsted will decide if the Governing body has acted unreasonably or have neglected their duties in a particular case.

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