



Roman Road **Primary School**

Parental Complaints Procedure

August 2014
Review August 2017
Asif Mahmood (HT)

Parental Complaints

Our complaints procedure is set out in our Prospectus.

It reads –

Parental Complaints

We hope that the school can resolve any complaints that parents may have. In the first instance complaints should normally be made to the Head Teacher, and in most cases we can find that complaints are dealt with successfully at this informal level. However there are two formal routes that you can take if you wish to take the matter further.

Curriculum complaints

You have particular rights in making complaints about:

- Curriculum provision, including RE and collective worship
- The implementation of the National Curriculum
- The availability of external qualifications
- Exemptions from the National Curriculum
- The operation of charging policies

The complaint must first go to the school, through the Head Teacher.

If the complaint cannot be resolved it may be necessary to forward it to the Governing Body, through the principal Officer for Governing Bodies Administration, Roman Road Governing Body will then consider the complaint.

If the complaint is not resolved by the Governing Body it may then be transferred to Newham Local Education Authority, where it will be considered by Councillors. If that fails, the complaint can be referred to the Secretary of State.

Note that this procedure does not apply to complaints on matters like pupil discipline or individual teachers.

Our Policy will be reviewed by Governors.

This policy was agreed by the Governing Body on:

This Policy will be reviewed on:

Signature of Chair of Governors-----