



# **Roman Road Primary School**

## **Roman Road Complaints Procedure**

*November 2017*

*Review November 2020*

### 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 find that complaints are dealt with successfully at this informal level. However there are two formal routes that you can use if you wish to take the matter further.

### Curriculum complaints

You have particular rights in making complaints about:-

- Curriculum provision, including R.E. and collective worship
- The implementation of 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 referred 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 every three years with Governors.**

**This policy was agreed by the Governing Body on:**

**This Policy will be reviewed on: November 2020**

**Signature of Chair of Governors**-----  
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