



Tamworth
Enterprise
College

Tamworth Enterprise College Curriculum Complaints and Appeals Policy

Adopted and ratified by the Governing Body of TEC on:	9 th July 2015
Policy to be reviewed on:	July 2017
As defined by the AET Governance and Accountability Framework (ARCI)	AET Board
Accountability:	
Responsibility	SG

Policy content

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1. POLICY STATEMENT
2. ROLES AND RESPONSIBILITIES
3. PROCEDURE
4. MONITORING AND REVIEW

1. INTRODUCTION

1. The Education Act 1996 requires the *Governing Body* to establish a formal Complaints procedure relating to:
 - i. the provision of a broad and balanced curriculum;
 - ii. religious education and collective worship;
 - iii. implementation of the National Curriculum;
 - iv. exceptions or withdrawals from the National Curriculum;
 - v. 'Charging' policy; and
 - vi. the provision of information.
2. The Academy values good home/school relationships and will, therefore, do everything it can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

2. ROLES AND RESPONSIBILITIES

1. It is the responsibility of the **Governing Body** to establish a policy and procedure for considering complaints relating to the curriculum and to monitor the effects of the procedure.
2. It is the responsibility of **the Principal** to address promptly concerns and complaints, distinguishing between these, and using informal procedures where possible but implementing formal procedures where necessary.
3. It is the responsibility of all **staff** to familiarise themselves, and comply, with this policy and procedure in accordance with relevant professional standards.

3. PROCEDURE

1. Complaints under this formal procedure can only be made in respect of the Academy Governors if it is felt that they are not doing what the law requires of them.
2. There is a clear expectation that, before recourse to the formal Complaints procedure, every effort will be made to resolve the concern through informal discussions. Anyone who has a concern should, therefore, in the first instance discuss the matter with the Principal who will, if necessary, refer the matter to the Chair of Governors.
3. If the concern cannot be resolved informally, the formal procedure can be initiated by the complaint being stated in writing to the Chair of Governors who will decide if it is relevant to Section 409 of the Education Act 1996. If it is so relevant, the formal procedures will be initiated through the Academy's Complaints Procedure.

4. The *Governing Body's Complaints Procedure* is available from the *Academy's Main Office*.

4. MONITORING AND REVIEW

1. The *Vice Principal (Curriculum)* will report on the *Curriculum Complaints Procedure* to the *Principal* as appropriate.
2. The *Principal* will report to the *Governors' Quality of Provision Committee* on any relevant aspects of the working of the *Procedure* as appropriate.
3. The *Governing Body* will review the *Procedure* every two years.