

Curriculum Complaints Policy

1 Background

- 1.1 It is the responsibility of the Board of Governors to deliver the revised curriculum and to ensure that arrangements are in place regarding Curriculum Complaints Tribunal [Department of Education: Circular number 1993/1]
- 1.2 The revised curriculum is designed to ensure that all pupils have the opportunity to receive a broad and balanced education through teaching and learning that has a clear focus on raising standards in literacy and numeracy and that also allows pupils to develop their knowledge and skills in all areas of learning.

2 Delivery of the Revised Curriculum

- 2.1 The School follows closely the guidelines provided by the NI Curriculum website
- 2.2 **The Key Stage 3 Curriculum** includes:
 - English
 - Mathematics
 - Modern Languages
 - The Arts
 - Environment and Society
 - Science and Technology
 - Learning for Life and Work
 - Physical Education
 - Religious Education
- 2.3 **The Key Stage 4 Curriculum** includes:
 - Language and Literacy
 - Mathematics and Numeracy
 - Modern Languages
 - The Arts
 - Environment and Society
 - Science and Technology
 - Learning for Life and Work
 - Physical Education
 - Religious Education
- 2.4 The School is working towards implementing the Entitlement Framework by September 2013. Currently, the School offers 22 subjects at GCSE (target 24) and 25 subjects at AS and at A2 Advanced Level (target 27)
- 2.5 Pupils have open access to all subjects with few restrictions being placed on their choices. [Classes in some subjects may, from time to time, not be available because of lack of demand.]

3 Curriculum Complaints Tribunal

- 3.1 Parents who wish to register a complaint if they feel that the School is failing to meet its statutory duties in relation to the revised curriculum should, in the first instance, write to the Board of Governors making clear exactly what the complaint is.
- 3.2 The Board of Governors shall appoint a tribunal which will consist of three members drawn from the Board.
- 3.3 The tribunal shall give due consideration to the complaint and shall seek to resolve the matter or matters concerned.
- 3.4 The tribunal will be heard in private except where the Board determines otherwise.
- 3.5 The complainant may, if he or she wishes, make an oral presentation to the tribunal to supplement the written complaint. The purpose of this presentation will be to enable the complainant to bring out more fully the nature and detail of the complaint. At any such hearing the complainant may choose to be accompanied by a friend or representative. Likewise, the respondent may nominate a representative to make an oral presentation. The chair of a complaints tribunal will determine the order of the oral presentations.
- 3.6 All complaints should be dealt with as quickly and efficiently as possible. The length of the period will vary with the gravity and complexity of the complaint and the urgency with which it needs to be settled. However, all complaints should be settled within a period which is reasonable in all the circumstances. Urgent complaints should be identified as such by the board and given priority. If it becomes clear that the investigation will take some time, the complainant should be informed. In all circumstances, the complainant should receive as a matter of courtesy, a communication from the tribunal at least once every four weeks indicating the tribunal's progress to date on the complaint.
- 3.7 Consideration of a complaint will need to be directed towards establishing whether a board or a Board of Governors is carrying out its statutory functions reasonably and within the law and meeting its obligations so far as practicable; or whether this is not the case, and some remedial action is required. In considering that question it may be necessary to examine whether:
 - A board's or Board of Governors' policy is consistent with its legal obligations;
 - Its actions, and those of its staff are consistent with its policy; and
 - The actions of its staff are consistent with that policy.
- 3.8 If the complaint is outside the scope of the Regulations the complainant should be advised about any other appropriate steps which he or she can take.
- 3.9 A board should designate an officer to be secretary of a complaints tribunal and provide such other secretariat services as may be required.

3.10 When the complaint has been fully investigated and considered the tribunal will notify all parties of its determination in writing, giving:

- An explanation of the conclusion, the reasons for it, and any action taken or proposed to be taken
- Details of any requirements on the part of the respondent to take particular actions to resolve the complaint; and
- Details of any further recourse available.

3.11 In the event that the complaint cannot be resolved by the tribunal, the complaint shall be brought to the attention of the full Board of Governors who shall consider the nature of the complaint.

3.12 If the matter cannot be resolved by the full Board of Governors, the complaint may be referred to the Department of Education.

L Campbell
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