



Birmingham Ormiston Academy
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BOA

General Complaints Policy For Parents & Carers

Date of Issue: September 2016

Date of Review: September 2017

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This policy covers complaints of a general nature raised by parents/carers. Throughout this policy, a complaint is understood to be “an expression of dissatisfaction requiring a response”.

At BOA we are committed to trying to resolve concerns wherever possible without the need for a formal written complaint.

The Procedure:

Stage 1 – In the first instance the complaint should be raised with the relevant tutor, Curriculum Leader or Pathway/Key Stage Director. It is anticipated that at this stage the complaint would be initiated verbally. Most complaints will be successfully resolved at this stage. Depending on the nature of the complaint the member of staff spoken to may refer it to an Assistant Principal or Vice Principal who will initiate appropriate action. In all cases it would be anticipated that the member of staff would inform their line manager of the complaint and the outcome.

Stage 2 – If the complainant is not satisfied with the outcome of the complaint at stage 1, it is requested that details are put in writing to the Principal. The Principal will then take appropriate action. A central log should be maintained of complaints that reach the Principal or other relevant members of Senior Staff. This should include the date, reason for and outcome of the complaint.

Stage 3 – In the unlikely event that the Principal cannot resolve the issue to the satisfaction of the complainant then concerns should be raised, in writing, with the Governing Body. This can be done by writing to the Chair of Governors at the Academy address.

Local authorities are willing to discuss concerns with parents. However it should be noted that a Local Authority cannot overturn a decision of the Governing Body, and its role is therefore advisory.

Vexatious complaints – If all stages of the procedures have been followed and the complainant remains unsatisfied and attempts to reopen the same complaint, the chair of

governors may write to them to inform them that the procedure has been exhausted and the matter is now closed.

At all stages in the process a written log of how the complaint has been dealt with should be kept. This should include dates and times of when phone calls have been made as well as minutes from meetings and a copy of any correspondence sent.

At all points in this process parents/carers will be kept informed of the progress of their complaint. Written complaints will be acknowledged within 2 days and a written response following an investigation, or other appropriate action, will be sent within a maximum of 20 working days. As part of the investigation it would be anticipated in most cases that a conversation will take place either via phone or via a meeting with the complainant to ensure the school has clarity about their concern.