

BOA Complaints Policy SEN Addendum 19.11.20

Any complaints relating to the way BOA Academy manages our provision for students with Special Educational Needs should initially be raised with the Director of Curriculum Support/SEN [Stage 1] either verbally or by email.

Depending on the nature of the complaint the Director of Curriculum support/SEN may refer the complaint to an Assistant Principal or Vice Principal who will initiate appropriate action.

If the complainant is not satisfied with the outcome of the complaint at Stage 1, they are requested to put their complaint, with details, in writing to the Principal under Stage 2 of this procedure.