

Complaints Policy



Bouncing Statistics

Overcoming the misunderstood conception

Lead member of staff:	Bobbi-Ann Taylor (HR Manager)
Required on the website:	Yes
Revision Date	25/07/2026
Date ratified by full governing body:	25/07/2024
Signed by:	B.Taylor

Bouncing Statistics is pleased to hear from its customers when services are appreciated, but we also want to know when things go wrong. We are committed to dealing with complaints fairly and impartially and providing high-quality service.

This policy explains the company's complaints procedure, which aims to resolve complaints as quickly as possible to allow the company to learn and improve its services.

1. Aims

Our Company aims to meet its statutory obligations when responding to complaints from parents, and others.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect
- Ensure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into school improvement evaluation processes

We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

This policy is not limited to those with a signed service level agreement, although we acknowledge our duty via such agreements, to uphold high standards and provide the specified service.

The company will aim to give the complainant the opportunity to complete the complaints procedure in full.

To support this, we will ensure we publicise the existence of this policy and make it available on the company website.

2. Definitions and scope

The DfE guidance explains the difference between a concern and a complaint. A concern is defined as "an expression of worry or doubt over an issue considered to be important for which reassurances are sought". A complaint is defined as "an expression of dissatisfaction however made, about actions taken or a lack of action".

The company intends to resolve complaints informally where possible, at the earliest possible stage. There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy does not cover complaints procedures relating to

- Safeguarding matters
- Whistleblowing
- Staff grievances
- Staff discipline

Please see our separate policies for procedures relating to these types of complaints.

3. Principles for investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the complainant feels would put things right

We also intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time limits will be set for each action within each stage. Where further investigations are necessary, new time limits will be set, and the complainant will be sent details of the new deadline with an explanation for the delay.

The Company expects that complaints will be made as soon as possible after an incident arises and no later than 1 month afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

4. Stages of complaint

Stage 1: Informal

The Company will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue. The complainant should raise the complaint as soon as possible with the relevant member of staff either in person or by letter, telephone or email. If the complainant is unclear about whom to contact or how to contact them, they should contact the Office Manager.

The company will acknowledge informal complaints within 2 working days and investigate and provide a response within 7 days. The informal stage will involve a meeting between the complainant and a senior member of staff. If the complaint is not resolved informally, it will be escalated to a formal complaint.

Stage 2: formal

How to raise a complaint, formal complaints can be raised (please refer to the attached template for guidance):

- By letter or email
- Over the phone

- In person
- By a third party acting on behalf of the complainant

The complainant should provide details such as relevant dates, times, and the names of witnesses of events, alongside copies of any relevant documents, and what they feel would resolve the complaint. The company will acknowledge receipt of the complaint within 5 working days.

If complainants need assistance raising a formal complaint, they can contact the company for guidance. The Office Manager (or a designated member of the senior leadership team) may call a meeting to clarify concerns and seek a resolution. The complainant may be accompanied to this meeting and should inform the company of the identity of their companion in advance.

In certain circumstances, the company may need to refuse a request for a particular individual to attend any such meeting – for example, if there is a conflict of interest. If this is the case, the company will notify the complainant as soon as they are aware, so that the complainant has the opportunity to arrange alternative accompaniment.

The Designated Safeguarding Lead (or other persons appointed by the DSL for this purpose) will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 15 working days or longer with the consent of the complainant.

How to escalate a complaint.

Complaints can be escalated by contacting the HR Manager:

- By letter or email
- Over the phone
- In person
- Through a third party acting on behalf of the complainant

The Head of Business Development will need the details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint.

The written conclusion of this investigation will be sent to the complainant within 21 working days. If the complainant wishes to proceed to the next stage of the procedure, they should inform the Head of Business Development in writing within 5 working days.

Stage 3:

Complaints that are not satisfactorily resolved at stage 2 will be escalated to stage 3 where the HR Manager will deal with the complaint. This will involve a review of the complaint under the previous stages. A full response should be provided within 20 working days and if the complaint takes longer to investigate, the customer must be kept informed of the progress. This is the final stage of the Company's complaints procedure.

Stage 4:

If the complainant remains dissatisfied with the internal resolution or if the complaint remains unresolved, they can opt to escalate the matter to an independent or external arbiter. (For example ACAS)

The complainant must formally notify the company of their intent to escalate the matter to the external arbiter. This notification should include relevant details of the complaint and any supporting documentation.

The company, in accordance with its complaints policy, engages the external arbiter. This could involve submitting the relevant details of the complaint to the arbiter and agreeing to participate in the external resolution.

Stage 5:

The external arbiter reviews the complaint, may conduct an independent investigation, and facilitates mediation between the parties involved. Mediation aims to achieve a voluntary and mutually acceptable resolution.

Stage 6:

The external arbiter provides a final decision or recommendations for a resolution based on the findings of the mediation or arbitration process.

The company will then implement the resolution suggested by the external arbiter, demonstrating its commitment to fair and impartial conflict resolution.

Stage 7:

Upon successful resolution and implementation, the complaint process is considered closed. Both parties are notified of the resolution and any further steps if required.

5. Persistent complaints

When a complainant tries to re-open the issue with the company after the procedure has been fully exhausted and the company has done everything it reasonably can in response to the complaint, the HR Manager will inform the complainant that the matter is closed.

If the complainant subsequently contacts the company again about the same issue, the company can choose not to respond. The normal circumstance in which we will not respond is if:

- The company has taken every reasonable step to address the complainant's needs
- The complainant has been given a clear statement of the company's position and their options (if any)
- The complainant is contacting the company repeatedly but making substantially the same points each time.

However, this list is not intended to be exhaustive.

The company will be most likely to choose not to respond if:

- We have reason to believe the individual is contacting the company with the intention of causing disruption or inconvenience, and/or
- The individual's letters/emails/telephone calls are often or always abusive or aggressive, and/or
- The individual makes insulting personal comments about, or threats towards staff.

Unreasonable behaviour, which is abusive, offensive or threatening may constitute an unreasonably persistent complaint. Once the company has decided that it is appropriate to stop responding, the complainant will be informed in writing, either by letter or email.

The company will ensure when making this decision that complainants making any new complaints are heard and that the company acts reasonably.

6. Complaint campaigns

Where the company receives a large volume of complaints about the same topic or subject, the company may respond to these complaints by:

- Publishing a single response on the company website
- Sending a template response to all of the complainants

If complainants are not satisfied with the company's response, or wish to pursue the complaint further, the normal procedures will apply.

7. Record-keeping

The company will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally and will be viewed only by those involved in investigating the complaint or on the review panel. Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and our record retention schedule.

8. Main contacts:

Designated safeguarding Lead	Head Of Business Development	HR Manager
Ryan Blackwood	Rackeem Reid	Bobbi-Ann Taylor
58 Spencer Street,	18 Spencer Street,	18 Spencer Street,
Jewellery Quarter,	Jewellery Quarter,	Jewellery Quarter,
Birmingham,	Birmingham,	Birmingham,
B18 6DS	B18 6DS	B18 6DS
+44 7881095259	+44 7769013058	+44 7818301796

Your name:

Staff Name (if relevant):

Your relationship to the participant (if relevant):

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint, including whether you have spoken to a member of staff about it.

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What actions do you feel might resolve the problem at this stage?

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Are you attaching any paperwork? if so, please give details.

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Signature:

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Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: