



Ormiston Victory Academy

Reaching for
The Stars



Endeavour Courage Discovery Enterprise

Our four Colleges are the bedrock of Ormiston Victory Academy

I'm inviting you to come and see our exciting new Academy. I want to share our achievements and plans with you. Academic standards have been raised, our students enjoy their education and wear their smart uniforms with pride.

We have introduced a dynamic curriculum, transformed our Academy day and established traditional values of respect and self-discipline.

Additional highly-trained teachers have been employed and the latest technology has been brought in. We have launched a unique foundation programme for Year 7s, developed a personalised learning programme and introduced a student support network. We're full of new ideas, energy and enthusiasm.


“Very soon, our Academy will be the flagship school of the Eastern region. Come and join us on our pathway to success”

Rachel de Souza / Principal



Ormiston Trust

 **Norfolk** County Council

Norfolk and Norwich University Hospitals 
NHS Foundation Trust

We are sponsored by Ormiston Trust. Our strategic partners are Norfolk County Council and Norfolk and Norwich University Hospitals NHS Foundation Trust.

Our Academy

Endeavour, Courage, Discovery and Enterprise are the proud names of our four Colleges and are the words we live by.

Our Colleges compete for College points in the Academy and on the sports field. Each College has its own sports staff, establishing the Academy as a sports leader in Norfolk. College head boys and head girls

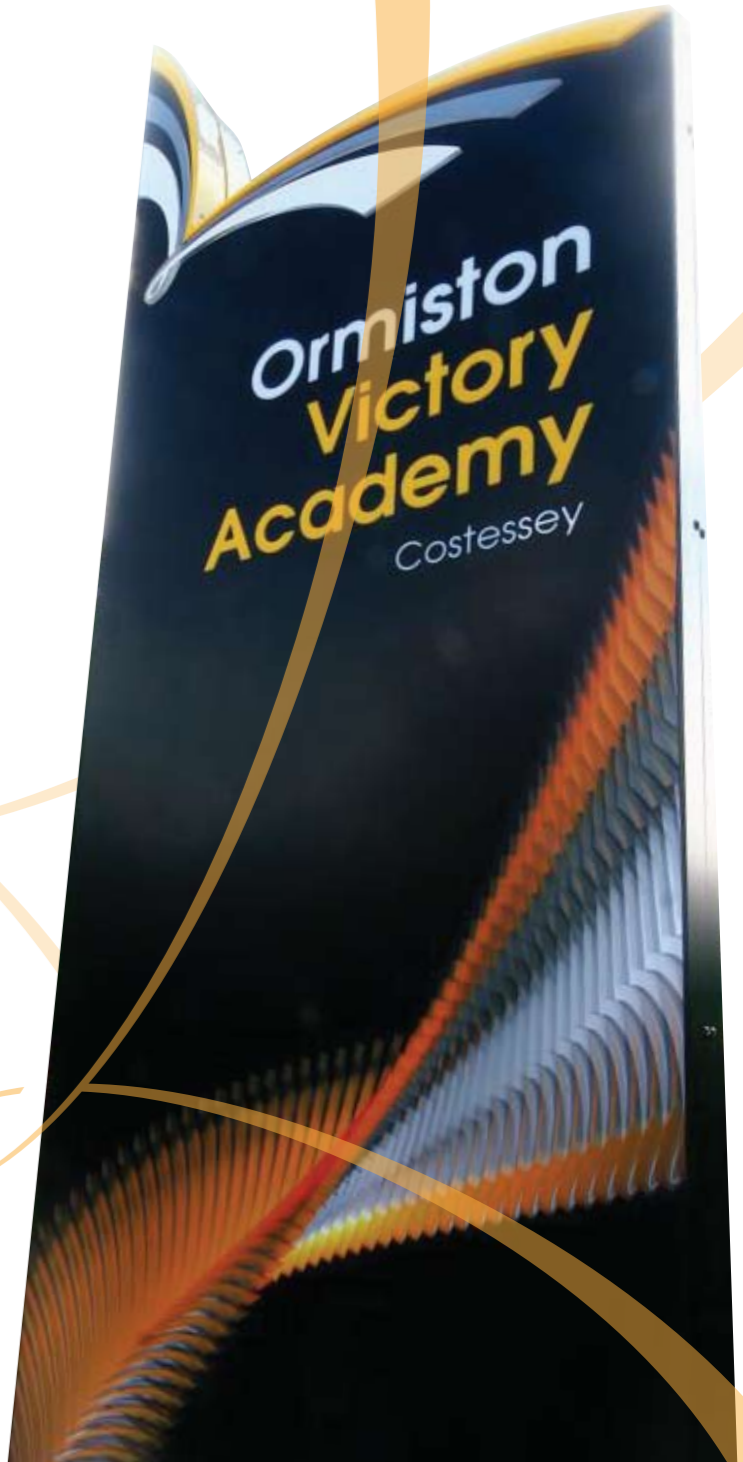
are members of the Student Council and lead their College councils. They choose community projects to help others less fortunate than themselves.

“We **endeavour** to do our very best”

“Our education is a voyage of **discovery**”

“Our **enterprise** gets the very best from every opportunity”

“We have the **courage** to overcome any hurdles”





Endeavour

We do everything possible to ensure our students achieve their very best and enjoy their education.

We are developing a reputation in our core subjects of English, maths and ICT and our specialism is science and health.

We hold a student enrichment hour every day for extra study, catching up with homework or exciting extra-curricular activities. We have organised academic tutor groups, delivering daily personalised learning sessions.

Like a family, older students mentor younger ones with studies and homework. We meticulously monitor students' progress, offering extra support where necessary and

particularly for GCSE students. No student is left behind at our Academy.

We take a holistic approach to education. We value success on the sports field, with our committed teams and individuals winning cups and tournaments.

Health is a top priority with our own Breakfast Club and all students eating their lunch at the Academy. Our innovative and healthy menus are second to none.



Courage

We want the very best in life for our students.

We encourage them to be responsible, to develop their own ideas and strengths and to behave with self-discipline and respect for others.

Traditional values are our bedrock. Students stand when an adult enters the room and bad language is unacceptable behaviour. We are committed to 100% attendance and punctuality.

Anti-bullying is our highest priority with our students monitored at all times.

Senior staff are on duty throughout the day and before and after school. We are developing an effective anti-bullying prefect team.

Our students are a vital part of the decision-making in the Academy and have the opportunity to take responsibility as Academy leaders and to develop as well-rounded citizens.



“traditional values are our bedrock”

“Carry on any enterprise as if all future success depended on it”

Cardinal Richelieu,
17th century French
statesman

“Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen”

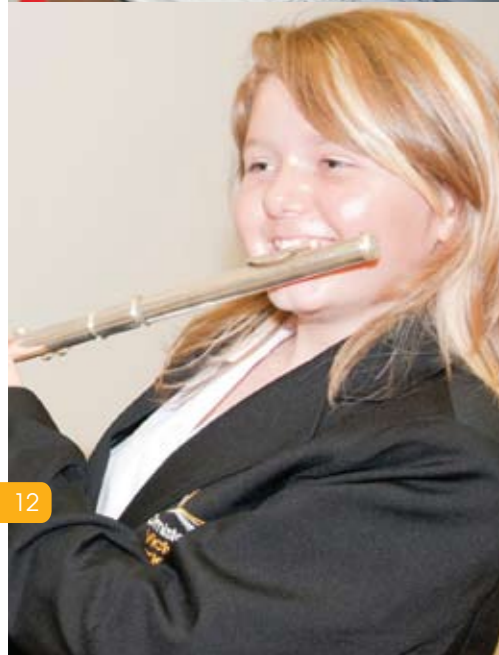
Winston Churchill, Britain's wartime Prime Minister

“All truths are easy to understand once they are discovered; the point is to discover them”

Galileo Galilei, Italian astronomer and mathematician

“We ought as much as we can to endeavour the perfecting of our beings, and that we be as happy as possibly we may”

Mary Astell, 17th century English writer



“Imaginative, innovative and passionate teaching motivates and inspires our students”

Discovery

We aim for the stars at the Academy.

From day one, our growing number of Year 7s join our pioneering Foundation Programme to smooth the transition from primary to secondary education. Our Year 9s can start work early on their GCSEs in a variety of areas. Our specially expanded Gifted and Talented and Aim Higher Programmes are achieving great results.

We have developed a new dynamic curriculum, including exciting new subjects like astrology and psychology. We focus strongly on English and maths to ensure all our students reach a high standard.

Our specialisms are health and science, with our achievements acknowledged in the national press. Our Creative Arts Department is second to none.

Imaginative, innovative and passionate teaching motivates and inspires our students, encouraging them to become independent learners and to succeed. The best professional development and training ensure our staff have the best possible skills to support our students.





Enterprise

We are setting the pace for enterprise in secondary education with our pioneering strategic partnerships.

Our innovative partnership with the Norfolk and Norwich University Hospitals NHS Foundation Trust, with its world-class training facilities, provides ground-breaking learning opportunities for our students. Our gifted and talented science students study at lectures alongside the medical students and our A-level students use the modern laboratories of this renowned teaching hospital. There are special opportunities for mentoring by hospital staff and joint courses with the prestigious School of Nursing.

We have increased our vocational courses and work-related qualifications. We are the first Academy to run a fully-equipped beauty salon, teaching the latest techniques and providing real-life experience for our students.

We have started our own Business Breakfast Club to build solid links with local business and other organisations and we are seeking partnerships with national and global education organisations.

“We are the first Academy to run a fully-equipped beauty salon”



Luke Day Block

We have invested more than £2.8 million in a state-of-the-art IT block, which we have named after a popular teacher who died in tragic circumstances.

The stand-alone block is the heart of our IT teaching with four large well equipped classrooms offering the latest technology.

Our large investment in cutting-edge new technologies will mean our students can access 24/7 learning

and that their lessons will be more stimulating than ever before.

We have employed additional highly qualified IT teachers and provide the best professional development and training to ensure their teaching skills are the best possible.

“The stand-alone block is the heart of our IT teaching with four large well-equipped classrooms offering the latest technology”

Green Academy

We are working hard to reduce our carbon footprint and become as environmentally friendly as possible. A high-priority duty for us is to educate our students about the importance of protecting our planet.

- We incorporate environmental issues in our curriculum wherever possible
- The new £2.8 million IT block features the latest energy-reduction measures in its heating and air-conditioning systems
- We are auditing heating and lighting in our older buildings to minimise energy consumption
- We are maximising our paper and cardboard recycling programmes
- We are pursuing waste minimisation and recycling in our popular refectory and kitchens
- We are encouraging our students to include environmental issues in their community projects



“I am passionate about the best quality education. No child will be left behind on my watch and every student can achieve success”



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Ormiston Victory Academy

COMPLAINTS POLICY

This Policy was created in:	July 2010
It was ratified by the Board of Directors on :	3 August 2010
This policy will be reviewed on:	Summer Term 2011

Introduction

The aim of this policy is to ensure that a complaint, should cause arise, is handled sympathetically, efficiently and at the appropriate level, and resolved as soon as possible. Doing so is:

- good for relationships
- good education practice
- good business practice

We need to know as soon as possible if there is any cause for dissatisfaction. Parents and students should never feel, or be made to feel, that a complaint, made in a reasonable and appropriate way, will be taken amiss or will reflect adversely on the student or his/her opportunities at this Academy. We will investigate and try to resolve every complaint in a positive manner and will treat every complaint as an opportunity. Through this policy, we aim :

- To put right any matter which may have gone wrong.
- To review our systems and procedures in the light of the relevant circumstances.

We recognise that a complaint which is not resolved quickly and fairly can soon become a cause of resentment, damaging to relationships and also to our internal culture.

Procedures

Complaints Form: Every concern or complaint notified to a member of staff must be noted, together with the action taken, on a standard form known as a "Complaints Form". A sample of the form is attached to this policy.

Minor Concerns: In many cases, a concern can be resolved quickly and informally and will not reach the stage of becoming a formal complaint. Even so, the member of staff will complete a Complaints Form noting the action taken, and will send it to the Designated Officer.

Acknowledgement: A formal complaint in writing will be acknowledged by telephone on the date of receipt if practicable or in writing within three working days. A letter of acknowledgement will state the action being taken and the likely time scale.

Designated Officer: The Governing Body has appointed a member of the SLT.

- To be responsible for investigating and resolving complaints.
- To be the first point of contact while the matter remains unresolved.
- To co-ordinate the complaint procedures in the Academy.
- To maintain an ongoing training programme for all Academy employees in relation to complaints.
- To monitor and maintain the keeping, confidentiality and storage of records in relation to all complaints.
- To report regularly to the Principal with respect to complaints.

How to complain

Education Matters: If the concern relates to the classroom, the curriculum or special educational needs, please speak or write to the Vice Principal (Learning).

Pastoral Care: If the concern relates to matters outside the classroom, please speak or write to the Vice Principal (Inclusion).

Financial Matters: A concern or complaint about a matter relating to financial matters should be stated in writing to the Finance Director.

Permanent Exclusion: Parents who are aggrieved by a decision of the Principal to permanently exclude a student have the rights of representation and appeal as outlined in the Exclusion Policy (this will be sent to parents of any child permanently excluded).

Other Complaints: A parent who is dissatisfied with an aspect of the Academy's policies, procedures, management or administration should write to the Principal with details of the complaint. The Principal will investigate and will do his/her best to resolve the dispute. If the parent is dissatisfied with the outcome, he/she should renew his complaint in writing to the Chair of Governors. The Chair may:

- delegate the investigation to the Designated Officer;
- convene a panel of Governors to hear the complaint
 - The panel will consist of at least 3 people not associated with the complaint, one of whom will be independent from the management and leadership of the academy.
 - The parents/complainant may attend the hearing and be accompanied if they wish.

The outcome of any complaint will be notified to the parent/complainant in writing, by post or electronic mail, giving the findings and recommendations.

ORMISTON VICTORY ACADEMY - COMPLAINTS FORM

This form should be made available on request to any person who wishes to make a complaint. It should be passed to a Vice Principal.

- 1. What is the nature of the complaint? (Please tick)**
- | | |
|---|--|
| <input type="checkbox"/> Staff Conduct: | <input type="checkbox"/> Parental Conduct: |
| <input type="checkbox"/> Teaching Standards : | <input type="checkbox"/> Pastoral Care: |
| <input type="checkbox"/> Condition of Premises: | <input type="checkbox"/> Time Tabling: |
| <input type="checkbox"/> Matters of Regime and Routine: | <input type="checkbox"/> Access to or Regulation of Extra Curricular Activities: |
| <input type="checkbox"/> Other (please give details): | |

2. Please give details of your complaint:

Date/s of Incident:

Time/s:

3. If you are complaining about someone's behaviour please give the name(s) of any witness(es) to the incident(s):

4. Action Taken:

Complaint Resolved **Y/N**

If no, complaint referred to:

Name:

Contact Details:

Signed:

Date: