

2023 2024

## Introduction

The aim of this procedure is to ensure that a complaint is managed sympathetically, efficiently and at the appropriate level, and resolved as soon as possible. We will try to resolve every complaint in a positive way. Where the college is at fault, we will aim to put things right and, where necessary, review our systems and procedures in the light of the circumstances.

This policy has been approved by the Board of MPW and is available to parents on the website or on request from the Principal, Tom Caston ([tom.caston@mpw.ac.uk](mailto:tom.caston@mpw.ac.uk)). It can be made available in large print or another more accessible format if required. If assistance is needed with making a complaint, for example because of a disability, a p

- The Principal will acknowledge in writing receipt of the complaint within five working days.



## Persistent correspondence

The college will do its best to be helpful to parents who wish to raise a complaint. However, there may be occasions when, despite all three stages of the complaints procedure having been followed, a parent remains dissatisfied. If a parent attempts to re-open the same issue, the college will inform them that the procedure has been completed and that the matter is now closed. If the parent contacts the college again about the same issue, the correspondence may then be viewed as 'serial and/or vexatious' and the college may choose not to respond.

The application of a 'serial and/or vexatious' designation for a complaint will be against the subject of the complaint itself rather than the complainant themselves.

## Record keeping

A written record will be kept by the Principal of all formal complaints, including any action(s) taken by the college as a result of the complaints (regardless of whether they are upheld) and of whether they are resolved at Stage 2 or progressed to a panel hearing. At the college's discretion additional records may be kept.

Parents can be assured that all concerns and complaints will be treated seriously. Correspondence, statements and records will be kept confidential except as required by the college by paragraph 33 (k) of Schedule 1 to the Education (Independent Schools Standards) Regulations 2014; namely, where the Secretary of State or a body conducting an inspection under s