



### PARENTAL CONCERNS

If you have any concerns about any aspect of your child's life at school, please contact an appropriate member of staff as soon as possible. We promise that we shall take all such expressions of concern seriously and follow them up as soon as possible. We know that things can go wrong and we, therefore, want to be able to respond appropriately.

For us to deal with problems, we need to know about them, and, in dealing with these matters, we recognise the importance of confidentiality, fairness and ensuring that no-one suffers unjustly.

Two things tend to make parents and pupils reluctant to express concerns:

- A fear that Malvern College won't see the issue to be important: if it is important to you, it is important to us.
- A fear that there may be repercussions for the pupil; this should not be a factor. Under NO circumstances will the College discriminate against a pupil because of expressions of concerns or complaints. We are experienced in ensuring that, if other pupils are involved (eg. in a case of bullying), we limit possible repercussions.

Who should you contact? This depends on the nature and seriousness of the concern, but the following is a guide:

- For a minor day-to-day matter, a routine matter, or a general concern, the right person is likely to be the Housemaster/Housemistress. Even though he/she may often need to contact a teacher or the relevant tutor before coming back to you, this is often the best starting-point as he/she is in touch with your son/daughter on a regular basis and is responsible for the overall welfare of your son/daughter.
- For a more serious academic concern, the appropriate person will be the Head of Sixth Form (Mr Martin Frayn), the Head of Lower School (Mrs Michelle Maskell) and the Director of Studies, Mr Joe Gauci, all of whom may liaise with a Head of Department or teacher.
- Matters regarding finance, fees and non-academic services should go to the Bursar, Mr Ian Barron.
- Matters regarding health should go to the Medical Centre and these are always dealt with by the School Doctor, Dr Sarah Roberts, and her staff, who observe appropriate confidentiality.
- Major issues should come straight to the Deputy Head, Dr Robin Lister, or the Headmaster.

If you feel that an expression of concern has not been handled properly, please contact me. If you are dissatisfied with the way that I have handled a concern, please come back to me. At that point the matter will be dealt with under the Complaints Procedure.