



## COMPLAINTS PROCEDURE FOR PARENTS

### INTRODUCTION

Malvern College has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the College in accordance with this Procedure.

### STAGE 1 – INFORMAL RESOLUTION

- 1.1 It is hoped that most complaints and concerns will be resolved quickly and informally. The Concerns Procedure is in place to direct parents to the appropriate person who will be well-positioned to deal with a problem. Whilst the Housemaster/Housemistress is pivotal in this process, it may be necessary for him/her to investigate the matter by consulting a particular teacher or to refer the matter to the Head of Department, the Director of Studies, the Head of Sixth Form, the Head of Lower School, the Deputy Head or the Headmaster.
- 1.2 Complaints made directly to a Head of Department, the Deputy Head or the Headmaster, will usually be referred to the relevant teacher or Housemaster/Housemistress for further follow-up, unless the Head of Department, the Deputy Head or the Headmaster deems it appropriate for him/her to deal with the matter personally.
- 1.3 The Housemaster/Housemistress, Head of Department, Deputy Head or Headmaster makes a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within five working days or in the event that the relevant member of staff and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

### STAGE 2 – FORMAL RESOLUTION

- 2.1 If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- 2.2 In most cases, the Headmaster will confer with the parents concerned, normally within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- 2.3 It may be necessary for the Headmaster to carry out further investigations.
- 2.4 The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- 2.5 Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his/her decision.

2.6 If parents are still not satisfied with the decision, they should proceed to Stage 3.

### STAGE 3 – PANEL HEARING

3.1 If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Malvern College Complaints Panel, the list of whom is able to be obtained from the Headmaster.

3.2 The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the School. Each of the Panel members shall be appointed by the Management Board of Malvern College. The person chairing the Panel will acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within five working days.

- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than two working days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within three working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Management Board and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the School by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

If your worry or complaint concerns the welfare of pupils you may wish to contact The Commission for Social Care Inspection. The West Midlands regional contact details are: CSCI West Midlands Area Office, 77, Paradise Circus, Queensway, Birmingham, B1 2DT. Tel: 0121 600 5300 or email: [Enquiries.westmidlands@csci.gsi.gov.uk](mailto:Enquiries.westmidlands@csci.gsi.gov.uk)