

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 Director of Operations, Christine Gavin ([christine.gavin@mpw.ac.uk](mailto:christine.gavin@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 parent should contact the Director of Operations, who will be happy to make appropriate arrangements.

## Stage 2: Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Principal, stating that they wish to invoke the formal complaints procedure.

The Principal will acknowledge in writing receipt of the complaint within five working days. In most cases, the Principal will meet or speak to the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Principal or a senior member of staff to carry out further investigations and to request further information from any party. Where this investigation is delegated, the investigator will prepare a report on the investigation which will be considered by the Principal before reaching a final decision.

Written records of all meetings and interviews held in relation to the complaint will be kept.

Once the Principal 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 within 15 working days of the complaint being acknowledged. The Principal will give reasons for the decision reached. Where appropriate, the Principal will include details of the action the college will take to resolve the complaint.

Where there are exceptional circumstances resulting in a delay, the parents will be notified of this and informed of the new timescales as soon as possible.

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

### Alternative procedure for handling complaints about the Principal

The procedure for dealing with a complaint about the Principal of the college is set out below:

The complaint should be put in writing to the Chairman of the Board of Governors, Steve Boyes, at the college address (90-~~92~~ **Queen's Gate, London, SW7 5AB**).

The Chairman of the Board will acknowledge in writing receipt of the complaint within five working days, indicating what action is being taken and the likely timescale. Such action may include an investigation and/or a meeting with the parents. The parents will receive a response to the complaint within 15 working days of the complaint being acknowledged.

If the parents are dissatisfied with the response to the complaint, they can request that the complaint be referred to a Complaints Panel under Stage 3 of this procedure.

## Stage 3: Panel Hearing

A Panel Hearing is a review of decisions taken by the Principal. If the parents are not satisfied with the **Principal's response to their formal complaint, they should request a hearing before the Complaints Panel.**

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they must write to the Chairman of the Board requesting a hearing before the Complaints Panel. It is expected that the complaint will progress in a timely manner and parents should make the request within 10 working days of the decision complained about. The Panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint, but will hold a full-merits hearing of the complaint, not merely a check that the correct process was followed.

Parents must state in their letter the outcome desired and all the grounds of the complaint. They should **also send a list of all the documents that they believe to be in the college's possession that they consider relevant in the matter and that they wish the Panel to see.**

Once requested, a Panel Hearing will take place unless the parents later indicate that they are now satisfied and do not wish to proceed further. The Panel Hearing will, therefore, proceed notwithstanding that the parents may subsequently decide not to attend. If necessary, the panel will consider the parents'

complaint in their absence and issue findings on the substance of the complaint thereby bringing the

of the hearing. The decisions, findings and any recommendations will also be made available for inspection on the college premises by the Governing Body and the Principal.

The completion of Stage 3 represents the conclusion of the college's complaints procedure.

## 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 agai**