

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).

matter to a conclusion. The requirement for the Panel Hearing to proceed will not prevent the college from accommodating parental availability or considering comments concerning th

- 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