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, Mark Shingleton (Mark.Shingleton@mpw.ac.uk).

- **The Principal will acknowledge in writing receipt of the complaint within five working days. In most cases,**

- **The Chairman of the Board will acknowledge the request within five working days of receiving it and schedule a hearing before the Panel to take place as soon as practicable and within 20 working days thereafter.**
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Persistent correspondence