



MARLBOROUGH COLLEGE MALAYSIA

COMPLAINTS PROCEDURE POLICY

Introduction

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

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's Head of Preparatory School (Prep School children) or Head of Senior School or Housemaster or Housemistress (HM) (Senior School children). In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If he/she cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department, the Bursar or the Master.
- Complaints made directly to a Head of Department, the Bursar or the Master will usually be referred to the Head of Preparatory School, Head of Senior School or relevant HM unless the Head of Department, the Bursar or the Master deems it appropriate for him/her to deal with the matter personally.
- Should the matter not be resolved within 14 days, or in the event that the parties fail to reach a satisfactory resolution, then the parents may proceed with their complaint in accordance with stage 2 of this Procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should submit their complaint in writing to the Master. The Master will decide, after considering the complaint, the appropriate course of action to take.
- The Master will make a written record of all concerns and complaints at this stage and the date on which they were received.
- In most cases the Master will speak to the parents concerned, normally within 7 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

- Where it is necessary for the Master to carry out further investigations, he will advise the parents concerned and undertake those investigations expeditiously.
- The Master will keep written records of all meetings and interviews held in relation to the complaint.
- Once he is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. Reasons will be given for that decision.
- If parents are not satisfied with the decision, they are entitled to proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing

- If the parents wish to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to the Chairman of the Council. The Chairman of Council will nominate the members of a Complaints Panel ('the Panel') to hear and determine the complaint(s) that the parents wish to pursue.
- The complaint will then be referred to the Panel for determination.
- The Panel will consist of at least three persons, none of whom are or will have been directly involved in the matters detailed in the complaint. One member of the Panel shall be independent of the management and running of the College. Each of the Panel members shall be appointed by the Council. The Chairman, on behalf of the Panel, will then acknowledge the complaint. [within 14 days taken out]
- If the Panel deems it necessary, it may require that further particulars of the complaint, or any related matter, be supplied and specify a time for provision of those particulars.
- The Panel may invite the College to respond to the complaint, and any further particulars thereof, addressing such matters as it considers necessary and appropriate. It will normally require any such response to be provided within 7 days.
- The Panel will normally set a date to hear any submissions that the parents or the College wish to make. That hearing will normally take place between 7 and 14 days after any response is due to have been provided by the College.
- For the avoidance of doubt, the Panel is authorised to take any such action as it considers appropriate to ensure the fair consideration and determination of the complaint.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally 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 it considers relevant, and within 7 days of the completion of the hearing, the Panel will reach a decision and may make recommendations. The Panel's findings, its decision(s), its reasons and its recommendations, if any, will be sent in writing to the parents, the Master, the Council and, where relevant, the person complained of.
- The decision of the Panel will be final.

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 College by paragraph 7(25)(k) of the Education (Independent Schools Standards) Regulations 2010; where disclosure is required in the course of the College's inspection; or where any other legal obligation prevails.

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