

## PARENTAL CONCERNS

If a parent has any concerns about any aspect of their child's life at school, they are asked to contact an appropriate member of staff as soon as possible. The College promises to treat all such expressions of concern seriously and follow them up as soon as possible. We know that things can go wrong and we, therefore, want to be able to respond appropriately.

*For us to deal with problems, we need to know about them, and, in dealing with these matters we recognise the importance of confidentiality, fairness and ensuring that no-one suffers unjustly.*

Two things tend to make parents and pupils reluctant to express concerns:

- A fear that Malvern College won't see the issue to be important: if it is important to the parent, it is important to us.
- A fear that may be repercussions for the pupil; this should not be a factor. Under NO circumstances will the College discriminate against a pupil because of expressions of concerns or complaints. We are experienced in ensuring that, if other pupils are involved (eg. In a case of bullying), we limit possible repercussions.
- Who should parents contact? This depends on the nature and seriousness of the concern, the following is a guide:
  - For a minor day-to-day matter, a routine matter, or a general concern the right person is likely to be the Housem. Even though he/she may often need to contact a teacher or the relevant tutor before coming back to the parent, this is often the best starting-point as he/she is in touch with your son/daughter on a regular basis and is responsible for the overall welfare of your son/daughter.
  - For a more serious academic concern, the appropriate person will be the Head of Sixth Form, Head of Lower School and the Deputy Head: Academic, all of whom may liaise with a Head of Department, Academic Tutor or Teacher.
  - Matters regarding finance, fees and non-academic services should go to the Bursar.
  - Matters regarding health should go to the Medical Centre and these are always dealt with by the School Doctor and staff who observe appropriate confidentiality.
  - Major issues should come straight to the Senior Deputy Head or the Headmaster.

If a parent feels that an expression of concern has not been handled properly, they are asked to refer to the College's Complaints Policy.



