

**MAYVILLE HIGH SCHOOL
CONCERNS AND COMPLAINTS PRODEDURE**

Mayville is committed to providing a caring and supportive environment in which each pupil can feel secure and able to learn. Whilst we believe we maintain the highest of standards, we want to continually improve and if you have any concerns about the way we are dealing with matters affecting the education or care of children, we welcome your views.

Mayville has an 'open door' policy so you need never feel concerned about discussing issues with anyone in the school – your concerns are ours. Whilst we hope we will deal with any matters informally, we do have a formal complaints procedure as listed below:

Concerns and Complaints procedure

- Your first port of call is normally your child's form teacher who may be able to deal with the matter immediately or refer the matter to the appropriate person.
- You may alternatively immediately contact the Head of Department, or you may do this if you have not been satisfied by the form teacher's response.

Heads of Departments – Senior School	Sue Harden-Davies/Gill Rickards
Junior School	Daren King
Pre-Prep Department	Mary Jones
Nursery	Angela King

- The Headteacher (Martin Castle) is always available either by telephone or by a meeting to discuss any issue of concern. Personal requests for meetings will be arranged immediately or within 24 hours. A letter confirming the details of the meeting and action to be taken will be forwarded to you within a working week of this meeting.
- Mayville High School has a Board of Trustees and if you have not been satisfied, having spoken to the staff and/or Headteacher, you may make a written representation via the school to the Chairman of Trustees who will ensure the matter is fully investigated and a reply given to you.
- If you are not satisfied with the response to the complaint from the Chairman of the Trustees, there is provision for a hearing before a panel appointed by or on behalf of the Chairman of Trustees and consisting of at least three people, of whom one will be independent of the management and running of the school. This will usually be held within four weeks of receipt of the formal written notification of complaint.
- The complainant may attend this panel meeting and may be accompanied if they wish.
- The panel will make findings and recommendations and stipulate that the complainant, Chairman of Trustees and Headteacher and, where relevant, the person complained about, are given a copy of any findings and recommendations. This will be completed within one working week of the hearing.
- A written record of all formal complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, will be kept in school.
- Correspondence, statements and records relating to individual complaints are kept confidentially but will be available on request to the Secretary of State.
- Parents with pupils in the Nursery/Foundation Stage who have not been satisfied with the school's remediation of problems may refer complaints to OFSTED – their complaints number is 08456 404045 – there is also an online complaints form at www.ofsted.gov.uk under information for parents and carers.

By telling us of your concerns about our provision, we will improve, so do not hesitate to contact us.