



## Complaints Procedure

### Introduction

At Heritage we take pride in the quality of teaching we offer and welcome comments and concerns that parents may have. We also aim to have an open school culture, where parents can express concerns rapidly and receive a prompt response.

If concerns expressed to teachers or Senior Managers (stage 1a, see below) persist, parents should escalate their concerns in accordance with this policy.

The purpose of our Complaints Procedure is:

1. To ensure that parents who wish to make a complaint know how they can do so.
2. To state clear timescales for dealing with any complaints received.
3. To reassure parents that staff and Trustees take their complaints seriously.
4. To outline the action that Heritage will take when it receives a complaint.

The school keeps a log of complaints made by parents, and all actions the school takes as a result of them, regardless of whether or not they are upheld.

### Stage 1a: Direct discussion with relevant member of staff

The parent should wherever possible in the first instance approach the member of staff concerned to raise their concern directly with that person. This can be done face-to-face, by telephone or by email. We hope that direct contact will lead to a satisfactory resolution to any concerns.

### Stage 1b: Written complaint to or meeting with a Senior Manager

Should the complaint remain unresolved, or require immediate escalation, then please email or arrange a meeting with the relevant Head of School (Infants, Juniors or Seniors) or another Senior Manager, explaining the nature of your complaint clearly. The relevant Senior Manager will work with you to resolve the matter.

### Stage 2: Meeting with the Headmaster

If the complaint continues to be unresolved, you could complete a Stage 2 Complaints Form. This should be requested from the School Office and returned to the Headmaster, preferably by email. This will be followed by a meeting with the Headmaster where the steps that have been taken up to that point can be reviewed as well as the nature of your ongoing concerns.

At this stage the Headmaster will decide, after considering the complaint, the course of any further action. If the Headmaster decides that further investigations are necessary to resolve the issue, then a reasonable timescale for the investigation to take place will be agreed with the complainant; ordinarily, this should not take more than 10 school days, including complaints pertaining to EYFS requirements.

Once the Headmaster is satisfied that, as far as is practicable, all relevant facts have been established then the complainant will be informed of the outcome. The Headmaster will give his reasons as far as is reasonably possible. Records of the complaint and of the action taken, including any further investigations, will be kept. Should the matter not be resolved within this agreed time frame or if the outcome is unsatisfactory then parents are advised to proceed to Stage 3.

For complaints pertaining to the school's fulfillment of its EYFS requirements, the school will make parents aware of how they can contact ISI.

### **Stage 3 - Formal discussion panel**

If previous stages have not satisfactorily resolved the matter, parents are encouraged to request in writing that a panel be convened to hear the complaint. This panel will:

1. Be convened by the school proprietor (the Chair of Trustees) within 15 school days of the request having been received in writing, who will make sure that all parties involved are given adequate notice.
2. Be made up of at least 3 people who were not involved in Stage 2 of the complaint process.
3. Include the complainant who may wish to be accompanied to the hearing.
4. Include one person who is independent of the management and running of the school.
5. Provide a written summary of findings and recommendations to all those who attended, within 10 school days of the hearing date. This written summary will be provided to the complainant and, where appropriate, the one complained about. It will be made available on school premises to the Headmaster and the Chair of Trustees.
6. Keep confidential records of every stage of this process.
7. Ensure that any records of complaints relating to the school's fulfillment of the EYFS requirements are made available to the ISI.

Note: Correspondence, statements and records will be kept confidential except in so far as is required of the school by the Education (Independent Schools Standards) Regulations 2014; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

### **Complaints received in previous 12 months**

There were no complaints that reached Stage 3 during the 12 months prior to January 2026.

Authorised by	Jason Fletcher
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