



# Heathside Preparatory School

16 New End Hampstead London NW3 1JA Tel: 020 7794 5857 Fax: 020 7435 6434

## COMPLAINTS PROCEDURE

We take complaints very seriously at Heathside. Every attempt will be made to resolve complaints amicably and equitably at the earliest possible stage. Should you have a complaint the following procedure should be followed:

### A. Informal resolution

1. Talk to the class teacher, or go directly to point A2 if the complaint is about him/her. If the issue is not resolved satisfactorily within one week, please
2. Meet with Melissa Remus (head teacher) at the parents' surgery (held twice a week in the morning at the Lower School) or make an appointment to see Jill White (head teacher) to discuss the issue. If the complaint is about one of the head teachers, please address your issue with the other one.
3. If the issue is still not resolved within a week, the process will move into the formal procedure.

### B. Formal resolution, stage 1

1. Please put your complaint in writing to Melissa Remus or Jill White (as appropriate), using Heathside's Complaints Procedure form, available from the Upper School office.
2. Your complaint will be acknowledged within three working days. A brief outline of the expected time-scale of the resolution of the investigation will be given, but this will always be within two weeks of receipt of the complaint.
3. One of the head teachers will investigate the issue and will write to you with her findings within two weeks of receiving the complaint. Should the issue still not be resolved satisfactorily, you are respectfully asked to write to the head teacher to say so within one week.

### C. Formal resolution, stage 2

4. A panel will be convened to hear the complaint within two weeks of receipt of this letter (B3). The panel will consist of at least three individuals not directly involved in the matters detailed in the complaint, and at least one of whom is independent of the management and running of the school. Parents may attend the panel hearing and may be accompanied if they wish. The panel will make findings and recommendations on the basis of the hearing.
5. The complainant, proprietors/headteachers and, where relevant, the person complained about will receive the panel's written findings and recommendations within one week.

### Confidentiality

6. Written records will be kept of all complaints from start to finish. This will include whether they were resolved at a preliminary stage or whether they proceeded to a panel hearing.
7. All information will be kept confidential, although complainants should know that a school's complaints records, policy and procedures are investigated as part of an Ofsted inspection.

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