



Complaints Policy

1. Introduction

NewHeart Learning is committed to providing a high-quality education and a safe, supportive environment for all pupils. We encourage open communication and take all complaints seriously. This procedure is intended to ensure that complaints are handled fairly, promptly, and transparently.

2. Scope

This procedure covers complaints relating to:

- Pupil welfare or safeguarding concerns
- Curriculum or teaching
- Behaviour management
- Admissions, attendance, or inclusion issues
- Staff conduct
- Any other concerns affecting pupils, parents, or staff

This procedure does **not** replace statutory safeguarding reporting requirements or whistleblowing procedures.

3. Principles

- Complaints will be treated seriously, sensitively, and confidentially.
- The procedure is accessible to all pupils, parents, staff, and other stakeholders.
- Complaints will be handled promptly and without undue delay.
- Individuals making a complaint will not be penalised for raising concerns in good faith.

4. How to make a complaint

A copy of this Complaints Policy and Complaints Form is available:

- On request from the provision
- On the NewHeart Learning website
- By emailing: daniella@newheartlearning.co.uk
- By contacting the provision directly

Complaints can be submitted:

- In writing via email to daniella@newheartlearning.co.uk
- In writing using the Complaints Form attached to this policy

If a complainant requires support to access this procedure (e.g., literacy support, language translation, disability access), reasonable adjustments will be made.

5. Stages of the Complaints Procedure

Stage 1 – Informal Resolution

- Complainants are encouraged to discuss concerns informally with the relevant staff member (e.g., class teacher, SENDCo, or pastoral lead).

- Staff will seek to resolve the concern quickly and keep a brief record of the discussion.
- Most complaints are resolved successfully at this stage.

Stage 2 – Formal Complain

- If the issue is not resolved informally, the complainant should submit a formal complaint in writing to the Head of Provision via email at daniella@newheartlearning.co.uk or using the attached Complaints Form.
- The Head will acknowledge receipt within **5 working days** and investigate the matter.
- An investigation may involve interviews, review of documentation, or consultation with relevant parties.
- The complainant will receive a written response within **20 working days**, explaining findings and any actions taken.

Stage 3 – External Review

- If the complainant remains dissatisfied after all internal procedures, they may seek an independent review or contact the relevant regulatory or local authority body for further advice.

6. Record Keeping

- All complaints, investigations, and outcomes will be recorded confidentially and retained securely.
- Records will be reviewed periodically to identify trends and improve policies or procedures.

7. Confidentiality and Data Protection

- All personal data will be handled in accordance with the Data Protection Act 2018 and GDPR.
- Details of complaints will be shared only with those directly involved in resolving the matter.

8. Monitoring and Review

- The Directors will review this procedure annually or sooner if required by changes in legislation or practice.
- The review will consider lessons learned and ensure the process remains effective and accessible.

Date of last review:	22 July 2025
Date to review:	22 July 2026
Author:	Daniella Hart Head of Provision
Signed:	<i>Daniella Hart</i>

Complaints Form

Please complete and return this form to Daniella Hart, Head of Provision
daniella@newheartlearning.co.uk

Your Name: Address: Telephone Number: Email Address:	
Pupils Name:	
Relationship to Child:	
Details of the Complaint	
Including background, stating the relevant facts and events involved chronologically, together with relevant dates. If you have had several issues, please list these, and provide details of each separately.	
Details of how you have raised your concerns	
Please give a description of the steps you have taken to resolve this matter informally, for example by raising it with the relevant staff.	
Names of those people whom you have raised the complaint to informally	
The outcome at informal stage	
Please give reasons why you feel that your complaint remains unresolved	
Please let us know what resolution you seek and why you believe this to be appropriate:	
Are you attaching any relevant documentation: If so, please list details of this here:	
Signed:	
Date:	