

## Heart Teaching LTD – Complaints Policy

**Date of Policy:** 12 January 2026

**Policy Reviewed by:** Faith Ashby

**Next Review Date:** 12 January 2027

**Address:** 26 Kings Hill Avenue, West Malling, ME19 4AE

**Tel:** 01732 494 808 | **Web:** [www.heartteaching.com](http://www.heartteaching.com)

---

### 1. Introduction

Heart Teaching LTD is committed to the highest professional and ethical standards. We take all concerns and complaints seriously, whether raised about our staff, our candidates, or the organisations in which candidates are placed.

This policy should be read alongside:

- Code of Conduct
  - Safeguarding Children Policy
  - Allegations Policy
  - Safer Recruitment Policy
  - Whistleblowing Policy
- 

### 2. Scope

This policy applies to:

- All Heart Teaching LTD employees, directors, consultants, and volunteers
- All candidates registered with Heart Teaching LTD
- Clients, partner organisations, or any other third parties interacting with our services

Concerns about workplace conditions should be raised via the Grievance Policy.

---

### 3. Safeguarding and Allegations Involving Risk to Children

If a complaint indicates that an adult may have harmed, or poses a risk to, a child, this includes behaviour that:

- Has harmed or may have harmed a child
- Constitutes a criminal offence against or related to a child
- Suggests potential risk of harm to children
- Indicates unsuitability to work with children

**Action:** Any complaint meeting these criteria must follow the Allegations Policy immediately.

---

### 4. Handling Complaints

All complaints are logged centrally, either in candidate records or incident files.

#### Candidates

- Complaints will be discussed with the candidate by their consultant.
- Warnings or corrective action will be recorded on the candidate's file.
- Repeat or serious complaints may result in removal from the Heart Teaching register.

Examples include:

- Failure to follow instructions
- Lateness or absenteeism
- Minor misconduct (e.g., inappropriate attire, unprofessional behaviour)

#### Clients

- Consultants act as a liaison between candidates and clients.
  - Confidentiality is maintained unless the candidate consents to disclosure.
  - Serious complaints about client staff are escalated to the client's HR or relevant governing body.
-

## 5. Internal Investigation Procedure

### Stage 1 – Complaint Receipt:

- Complaints received via phone, email, or in writing are acknowledged.
- Clients or candidates are asked whether they wish to terminate the engagement immediately or after investigation.

### Stage 2 – Investigation:

- Written statements and supporting evidence are collected.
- Candidate files and prior references are reviewed.

### Stage 3 – Response from Complainee:

- Candidates attend a review meeting; clients may discuss the complaint via phone or in person.
- Confidentiality is maintained on a need-to-know basis.

### Stage 4 – Resolution and Outcome:

- Complainants are informed of findings and any actions taken.
- Serious issues are escalated to authorities as necessary (e.g., LADO, DBS).

### Stage 5 – Corrective Action:

- Minor or isolated incidents: candidate undergoes training or signs Terms of Engagement again.
- Repeated or serious misconduct: candidate is removed from the Heart Teaching register and relevant authorities are notified.

---

## 6. Complaints Against Heart Teaching LTD

Complaints against the company are referred to a director who determines the appropriate action in accordance with the Grievance Policy. Both parties are supported until resolution.

---

## 7. Whistleblowing

- Heart Teaching encourages open communication regarding breaches, misconduct, or concerns.

- Staff raising genuine concerns in the public interest are protected from detriment.
  - For full guidance, refer to the Whistleblowing Policy.
- 

**Compliance:**

This policy aligns with:

- **UK GDPR & Data Protection Act 2018**
- **KCSIE 2025** (Keeping Children Safe in Education)
- **Employment Rights & Agency Regulations**
- **Working Together to Safeguard Children (2023 update)**