



Mill Hill
EDUCATION GROUP

Handling of Concerns and Complaints from Parents (incl) EYFS Policy

Handling of Concerns and Complaints Received from Parents (including EYFS)

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1. Introduction

Mill Hill Education Group (the 'Group') is the trading name of The Mill Hill School Foundation. The Mill Hill School Foundation comprises a group of independent Schools which together educate girls and boys aged 6 months to 19 years. A list of the schools currently forming part of the Mill Hill School Foundation may be located on the Policies and Reports webpage at the following link:

<https://millhilleducationgroup.com/about-us/our-policies-and-reports>

This Policy applies to all Foundation Schools, including Early Years Foundation Stage (EYFS) settings. This Policy is published on the Schools' websites and is available in hard copy on request. The term 'School' in this Policy shall refer to each of the Foundation Schools, as appropriate.

The Mill Hill School Foundation is a Registered Charity. Both the Mill Hill School Foundation and Mill Hill School Enterprises are Companies Limited by Guarantee, employing both teaching and non-teaching staff. Legal responsibility rests with the Companies acting by the Court of Governors. The Head Teachers have day to day responsibility for the management of the Schools and the care of their Pupils.

2. Definitions

Head/Deputy Head

The Head/Deputy Head of the relevant School attended by the relevant Pupil.

Executives

The Headteachers of the Foundation Schools.
The Chief Executive Officer – Antony Spencer
The Director of Finance and Resources – Nicky Marlow
The Director of Operations – Sean Ryan
The Director of Prep Schools – Leon Roberts
The Senior School Principal – Dr Tim Greene

Appointed Person

A senior member of Staff, normally a Deputy Head to be responsible for investigating a Complaint.

Parent/s/Guardian/s/Carer/s

This Policy is addressed to current Parent/s/Guardian/s/Carer/s of a Pupil at a Foundation School about whom the Complaint relates and may at the School's discretion include a Parent/s/Guardian/s/Carer/s whose child has recently left the School, but only if the Complaint was initially raised whilst the said Pupil was still registered as a Pupil at the School, unless in exceptional circumstances.

Concern

Is a query or anxiety or dissatisfaction with an aspect of the School or its Processes and Procedures which are raised or otherwise brought to the attention of the School by phone, email or verbally in person and

which is resolved informally either orally or in writing. This is considered an Informal Complaint.

Independent Member

An individual who is not involved in the running, management or governance of the Foundation or any of its Schools.

Formal Complaint

Is a concern that is not resolved informally but is made formally in writing and considered under the Formal Procedure as described in this Policy or is raised directly to a member of the Senior Management/Leadership Team, or to a Housemaster or Housemistress, or to a Head of Department and which requires investigation, or other significant input, by a member of the Senior Management Team. A record will be made of such Formal Complaints.

Working Days

Monday to Friday when the School is open during Term time excluding Bank Holidays. The dates of Terms are published on the Schools' websites.

3. Policy Aim and Statement

- **Aim:** The aim of this Policy is to ensure that a Concern or Complaint is managed sympathetically, efficiently, at the appropriate level and resolved as soon as possible. This Policy is designed to promote consistency in the handling of Concerns and Complaints and, where appropriate, to allow recommendations to be made in the light of them.
- **Policy Statement:** The School wishes to know **as soon as possible** if there is any cause for dissatisfaction. The School recognises that a difficulty which is not resolved quickly and fairly could become a cause of resentment, which would be damaging to relationships and also to the School culture. Parent/s/Guardian/s/Carer/s should never feel or be made to feel – that a Concern or Complaint will be taken amiss or will adversely affect a Pupil or his/her opportunities at the School. This Policy however distinguishes between a **Concern or Difficulty** which can be resolved informally at Stage 1 and a **Formal Complaint** at Stage 2 which will usually require investigation prior to determination.

4. Policy Status

The Policy has been approved by the Executives of the Mill Hill School Foundation. It provides guidelines for handling Concerns and Complaints. It takes account of The Education (Independent School Standards) Regulations 2014 as amended by the Independent Education Provisions in England (Inspection Fees) and Independent School Standards (Amendments) 2018 and has regard to Standard 18 of the National Minimum Standards for Boarding Schools (2015); ISI Handbook for the Inspection of Schools – Commentary on the Regulatory Requirements, April 2023 and the Early Years Foundation Stage: Statutory Framework, September 2025. The Procedures set out below may be adapted as appropriate to meet the Policy aims and circumstances of each case. Certain of the Procedures can be carried out only during Term time.

4.1 Application

This Policy applies to all Concerns and Complaints raised with the School. Additional Procedures may also apply with regard to a Concern or Complaint, for example in the event of a Child Protection issue (Please refer to the Foundation's Safeguarding and Protecting the Welfare of Pupils Policy which can be found on the Group's website for further information).

4.2 This Policy describes a Three-Stage Procedure

- Stage 1 - Informal resolution of a concern or difficulty notified orally or in writing to a member of Staff.
- Stage 2 - A Formal complaint in writing to the Head of the School to which the complaint relates.
- Stage 3 - A referral to the Complaints Panel.

A concern about the safety of a child should be notified immediately to the Designated Safeguarding Lead of the child's School and should be confirmed in writing to the Head of the relevant School. (For further information, please refer to the Foundation's Safeguarding and Protecting the Welfare of Pupils Policy, which can be found on the Policy and Reports webpage at the link in the Introduction,

5. Management of Complaints

The Head will appoint a senior member of Staff, normally a Deputy Head ("Appointed Person") to be responsible for investigating a Complaint. The Appointed Person will be in a more senior position in the School than the member of Staff previously involved in the Complaint. The Appointed Person will be the first point of contact while the matter remains unresolved and will keep records.

The Appointed Person will be responsible for:

- Coordinating the Complaints Procedures in the School.
- Ensuring that all teaching, support and medical Staff are made aware of the procedures for reporting Concern or Complaint.
- Recording Complaints and ensuring the records are kept confidential.
- Reporting regularly to the Head with respect to Complaints.

The Appointed Person can be contacted by telephone and e-mail, details of which are provided in the School Calendar or on the School website.

5.1 Complaint Form

Every Formal Complaint notified to a member of Staff will be noted, together with the action taken, on a standard form known as the Complaint Form and passed to the Appointed Person and will form part of the School's Complaints Log. A sample of the form is attached to this Policy at Appendix A.

6. Stages Following the Raising of a Concern or Complaint

6.1 Stage 1 – Concerns and Difficulties

- **Concerns:** The School expects most concerns, where a seeks intervention, reconsideration or some other action to be taken can be resolved informally.
- **Notification:** Parent/s/Guardian/s/Carer/s are expected to raise the concern initially as follows:

Education Issues: If the matter relates to the classroom, the curriculum or special educational needs Parent/s contact a member of Staff at the respective Schools as follows:

- At Belmont, Mill Hill Preparatory School, Grimsdell, Mill Hill Pre-Preparatory School, Keble Prep, Lyonsdown School, or Kingshott School please speak or write to the Form Tutor. At Abbot's Hill School please speak to the Nursery Manager of the Class/Form Teacher. At Hertford Prep please speak or write to the Assistant Head (Academics). At Westbrook Hay School, please contact the Form Tutor in the first instance. If the matter is not resolved, please contact the relevant Head of Section. At Cobham Hall School, please speak to the Lower Head of School or Upper Head of School. At Mill Hill International, Mill Hill School, or please speak or write to the Housemaster/Housemistress or Appointed the Person as appropriate. At Heathfield School, please speak with the Form Tutor in the first instance. If the matter is nor resolved, please contact the Head of Year. At Framlingham College, please speak with the Form Tutor in the first instance. If the matter is not resolved, please contact the Head of Year.

Pastoral Care: For concerns relating to matters outside the classroom or in the Boarding Houses, Parent/s/Guardian/s/Carers should contact a member of Staff at the respective Schools as follows:

- At Grimsdell, Mill Hill Pre-Preparatory School, Lyonsdown School, Keble Prep School and Kingshott School please speak or write to the Form Tutor. At Belmont, Mill Hill Preparatory School, please speak or write to the Head of Upper School or Head of Lower School as appropriate. At Hertford Prep please speak or write to the Assistant Head (Pastoral). At Abbot's Hill School please speak or write to the Class/Form Teacher. At Westbrook Hay School, please contact the Form Tutor in the first instance. If the matter is not resolved, contact the relevant Head of Section. At Cobham Hall School please speak or write to the Lower Head of School or Upper Head of School (or for specific boarding concerns the Housemaster/Mistress). At Mill Hill International and Mill Hill School please speak or write to the Housemaster/Housemistress or the Appointed Person as appropriate At Heathfield School please speak with the Form Tutor in the first instance. If the matter is not resolved, please contact the Head of Year. For Boarding Pupils please speak with the House Duty member of Staff. At Framlingham College, please speak with the Form Tutor in the first instance. If the matter is not resolved, please contact the Head of Year. For Boarding Pupils please speak with the House Duty member of Staff.

Disciplinary Matters: For a problem over any disciplinary action taken or sanction-imposed Parent/s/Guardian/s/Carers should contact a member of Staff at the respective Schools as follows:

- At Hertford Prep and Kingshott School please write or speak to one of the Assistant Heads. At Grimsdell, Mill Hill Pre-Preparatory School please speak or write to the Deputy Head. At Lyonsdown please speak or write to the Deputy Head. At Keble Prep please speak or write to the Deputy Head. At Belmont, Mill Hill Prep School please speak or write to the Head of Year or Head of Lower School as appropriate. At Abbot's Hill School please speak or write to the Deputy Head (Prep) or Head of Year. At Westbrook Hay School, please contact the Form Tutor in the first instance. If the matter is not resolved, please contact the relevant Head of Section. At Cobham Hall School, please speak or write to the Head of Lower School or Upper School as appropriate. At Mill Hill International and Mill Hill School please speak or write to the Housemaster/Housemistress or the Appointed Person as appropriate. At Heathfield School, please speak with the Head of Year or the Deputy Head of School. At Framlingham College please speak with the Head of Year or the Deputy Head of School

- **Acknowledgement:** The School will acknowledge a notification by telephone, e-mail or letter within three (3) working days of receipt within Term time and if the notification is received during a School Holiday, then as soon as practicable, and no later than within three (3) working days of the start of the following term. A matter raised orally will not necessarily be acknowledged in writing, but a Complaint Form will be completed and a copy sent to the Appointed Person.

Informal Resolution: A concern or difficulty should be responded to within seven (7) working days of the date of receiving the expression of concern or difficulty in term time or as soon as practicable if the Informal Complaint is either received during or immediately before a school holiday.

6.2 Stage 2 – Formal Complaint

6.2.1 Notification: If a Parent/s/Guardian/s/Carer/s remain dissatisfied after the completion of Stage 1, or if a complaint needs formal investigation, or if there is dissatisfaction with some aspect of the Foundation's Policies, Procedures, Management or Administration, this should be set out in writing with full details and sent with all relevant documents and the Parent/s/Guardian/s/Carer/s' full contact details in an envelope or by email with scanned documents addressed to the Head of the School to which the Complaint relates. Such a Complaint will be acknowledged by telephone or in writing within five (5) working days during Term time, indicating the action that is being taken. If the notification is received during a School holiday, then it will be acknowledged as soon as practicable and no later than within five (5) working days of the start of the following Term. A Complaints Form will be completed by the Head and sent to the Appointed Person.

6.2.2 Investigation: If the Complaint requires investigation, the Appointed Person or another senior member of Staff designated by the Head will act as 'investigator'. The Investigator may request additional information from the Parent/s/Guardian/s/Carer/s and will probably wish to speak to them personally and to others who have knowledge of the circumstances. The outcome of the investigation will be reported to the Head, and the Parent/s will then be notified in writing of the Head's decision and the reasons for it. The investigation and notification of the decision will be made within twenty-eight (28) working days of the date of receiving the Written Complaint in Term time or as soon as practicable if the Written Complaint is either received during or immediately before a School holiday. Written records will be kept of all meetings and interviews held in relation to the complaint.

6.2.3 Meeting with the Chief Executive Officer: Without prejudice to their rights under Stage 3 of this Policy, Parent/s have the option to meet with the Foundation's Chief Executive Officer to discuss their Complaint after Stage 2 has been completed.

If the Complaint is against an Executive, the Complaint should be made to the Foundation's Chief Executive Officer, Antony Spencer. The Chief Executive Officer or his nominee will call for a full report from the Executive and for all the relevant documents. The Chief Executive Officer or their nominee may also call for a briefing from members of Staff, and will in most cases, speak to or meet with the Parent/s/Guardian/s/Carer/s to discuss the matter further. The Chief Executive Officer may appoint a Head from another Foundation School or an External Consultant to assist in the investigation. Once the Chief Executive Officer or his nominees is satisfied that, so far as is practicable, all of the relevant facts have been established, the Parent/s/Guardian/s/Carer/s will be informed of the decision in writing. The Chief Executive Officer or his nominee will give reasons for their decision.

If the Complaint is against the Chief Executive Officer, the Complaint should be made to the Chair of Governors, Elliot Lipton. The Complaint should be forwarded to the Governance Professional at governance@millhill.org.uk

6.3 Stage 3 – Reference to the Complaints Panel

6.3.1 Notification: If Parent/s are dissatisfied with the Head's decision under Stage 2 they may request a Hearing before a Complaints Panel. If Parent/s/Guardian/s/Carer/s wish to bring a Complaint of a decision at Stage 2 to the Complaints Panel they should write to or email the Governance Professional within seven (7) working days of notification of the decision at Stage 2. This request will only be considered if the Parent/s/Guardian/s/Carer/s, have completed the procedures at Stages 1 and 2. A copy of all relevant documents and the Parent/s/Guardian/s/Carer/s full contact details must accompany the letter or email to the Governance Professional. Parent/s/Guardian/s/Carer/s must state in their letter or email the outcome that they desire and all the grounds of their complaint. Parent/s/Guardian/s/Carer/s must also state a list of documents which they believe to be in the School's possession and wish the Complaints Panel to see. The Governance Professional will acknowledge the request in writing within seven (7) working days.

6.2.3 Composition: The Complaints Panel ("Panel") will comprise members of the Court of Governors and members who are independent of the governance, management and running of the School. The Chief Executive Officer of the Foundation and/or the relevant Head of School will not be part of the Panel. The Panel will consist of a minimum of three (3) individuals who were not directly involved in the matters detailed in the complaint. One member of the Panel shall be an independent member. The Panel may appoint an External Consultant to carry out any necessary further investigation of the Complaint on their behalf.

6.3.3 Convening the Panel: The Governance Professional will convene the Panel within twenty-eight (28) working days of receipt of the written request for a hearing not including Bank Holidays, School Half Terms or holidays when the Panel will not normally sit. Should the period of twenty-eight (28) working days stated above include a School Half Term or holiday, there may be a delay to the convening of the Panel which will then be convened as soon as practicable. If the Parent/s/Guardian/s/Carer/s cannot attend the date offered by the Panel for the Hearing all reasonable efforts will be made to find an alternative date within the 28 days.

6.3.4 Notice of Hearing: Within fifteen (15) working days of the date the Governance Professional to the Court of Governors received the written request for a hearing, the Governance Professional will send the Parent/s/Guardian/s/Carer/s written notification of the date, time and place of the Hearing together with the names of the Panel members who will hear it. The Chair of the Panel will decide if the Hearing will take place in person or virtually.

6.3.5 Attendance: The Parent/s/Guardian/s/Carer/s will be asked to attend the Hearing and may be accompanied by one other person such as a relative, or friend to provide support. If a companion is to attend the Hearing, the Parent/s must notify the Governance Professional of his or her name and relationship with the Parent/s/Guardian/s/Carer/s as soon as possible, and no later than 2 (two) working days in advance of the Hearing. At the discretion of the Chair of the Panel, the companion can make representations but may not answer questions on behalf of the Parent/s/Guardian/s/Carer/s. Legal representation will not be permitted. Pupils are not permitted to attend the Hearing, unless deemed appropriate by the Chair of the Complaints Panel on a case-by-case basis.

6.3.6 Documents: The Governance Professional will circulate the Hearing papers at least three (3) working days before the meeting. Copies of additional documents that the Parent/s/Guardian/s/Carer/s or School wish

the Panel to consider should be sent to the Governance Professional at least four (4) clear working days prior to the Hearing. The Panel can ask the School to provide any additional information it deems relevant.

- 6.3.7 Chair of the Panel ("Chair"):** The Hearing will be Chaired by one member of the Panel (chosen by themselves) and will be conducted in an informal manner.
- 6.3.8 Hearing:** The Agenda for the Hearing will be determined by the Chair. All present will be entitled, should they wish, to write their own notes for reference purposes. The Governance Professional will take Minutes of the proceedings. The role of the Panel is to consider any documentation provided by the parties and representations made to the Panel at the Hearing to establish the facts surrounding the Complaint and to decide whether to uphold each Complaint as a whole or in part.
- 6.3.9 Evidence:** The Chair will conduct the Hearing in such a way as to ensure that all those present have the opportunity of raising questions with the Panel relevant to the Complaint and making comments in an appropriate manner. If the Chair believes that the questions are not relevant to the Complaint, he/she has the right to withdraw the question. The Hearing is not a legal proceeding, and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account. If the Parent/s/Guardian/s/Carer/s or School wish for oral evidence to be heard, they shall inform the Governance Professional within seven (7) working days of the Panel Hearing to request the Panel's permission, giving the details of the witness/es. The Panel will notify the Parent/s/Guardian/s/Carer/s within five (5) working days of the Hearing as to whether oral evidence will be heard from the witness/es. If the Panel agrees to hear oral evidence from a witness/es, the witness/es will be called into the relevant part of the Hearing to give evidence and will not usually be permitted to listen to the full proceedings.
- 6.3.10 Conduct:** All those attending the Hearing are expected to show courtesy, restraint and good manners or, after due warning, the Hearing may be adjourned or terminated at the discretion of the Chair. If adjourned, the Panel can continue the Hearing without the Complainant to reach its decision.
- 6.3.11 Adjournment:** The Chair may at his/her discretion adjourn the Hearing for further investigation of any relevant issue.
- 6.3.12 Decision:** After due consideration of the matters discussed at the Hearing, the Panel shall reach a decision based on the balance of probabilities as to whether the Complaint is upheld or not. The Panel's findings and any recommendations shall subsequently be confirmed in writing to the Parent/s/Guardian/s/Carer/s, the Chair of the Court of Governors, the Head and, where relevant, to the person Complained about, within seven working days. Reasons for the Decision will be given. A copy of the Minutes will be shared with the Parent/s/Guardian/s/Carer/s, the Chair of the Court of Governors and the Head. The Decision and any recommendations will also be available for inspection on the School premises by the Court of Governors and the Head. It is not within the powers of the Panel to make any financial award, nor to impose sanctions on Staff or Pupils. The Panel may make recommendations to the School on these matters or any other issues as appropriate.

Please Note: No further Appeal is available after the decision has been made by the Panel.

- 6.3.13 Private Proceeding:** A Hearing before the Panel is a private proceeding. No notes or other records or oral statements about any matter discussed in or arising from the proceedings shall be made available directly or indirectly to the press or other media.

7. Confidentiality

Correspondence, Statements and Records relating to individual Complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 108 or 109 of the Education and Skills Act 2008 requests access to them.

8. Record Keeping

It is the responsibility of the Heads to ensure that a written record of all Formal Complaints is kept, including details of whether they are resolved following a Formal Procedure or proceed to a Panel Hearing and the action taken by the School as a result of these Complaints, regardless of whether they are upheld. A Formal Complaint is a Written Complaint as defined on page 3 of this Policy. The record of Complaints shall be kept for a period of 25 years from the Pupil's date of birth or indefinitely if the matter relates to a safeguarding concern. The Written Record of Complaints will be reviewed by the Head, or, at the Head's request, by the Deputy Head of the School.

9. Use of Personal Data

The School processes data in accordance with the Foundation's Privacy Notice which can be found on the Policy and Reports webpage at the link in the Introduction,

When dealing with Complaints the School (including any Panel member appointed under the Stage 3 process) may process a range of information, which is likely to include the following:

- Date when the issue was raised.
- Name of Parent/s, Legal Guardian/s, Educational Guardian/s or Carers.
- Name of Pupil.
- Description of the issue.
- Records of all the investigations (if appropriate).
- Witness statements (if appropriate).
- Name of member(s) of Staff handling the issue at each Stage.
- Copies of all correspondence on the issue (including emails and records of phone conversations).
- Notes of the Hearing.
- The Panel's written Decision.

This may include 'Special Category Personal Data' (as further detailed in the Foundation's Privacy Notice but potentially including 'Sensitive Data' such as information relating to physical or mental health) where this is necessary owing to the nature of the Complaint.

The School will keep records of Formal Complaints and Complaints Panel Hearings, as required by Regulation. It will do so in accordance with the Foundation's Privacy Notice and Retention of Records Policy but in most cases for a period of 25 years from the Pupil's date of birth or indefinitely if the matter relates to safeguarding concern.

10. Early Years Foundation Stage (EYFS)

At Grimsdell, Mill Hill Pre-Preparatory School, Keble Prep, Lyonsdown School, Hertford Prep, Kingshott School, Abbot's Hill School, Westbrook Hay School and Framlingham College where there is provision for the Early Years Foundation Stage (EYFS), the following additional provisions apply to this Policy:

- The School will retain a written record of all Complaints for period of 25 years from the Pupil's date of birth or indefinitely if the matter relates to a safeguarding concern and the action which was taken as a result of each Complaint.
- Written Complaints about the fulfilment of the EYFS requirements must be investigated and the Complainant notified of the outcome of the investigation within 28 days. The record of Complaints must be available to Ofsted and the Independent Schools Inspectorate (ISI on request).

11. Boarding Pupils

As there are Boarding Pupils at Mill Hill School, Mill Hill International, Cobham Hall School, Heathfield School and Framlingham College, the requirements under Standards 14 and 18 of the National Minimum Boarding Standards (2022) apply to this Policy. In accordance with this Standard a Concern or Complaint by Parent/s/Guardian/s/Carer/s of Boarding Pupils will be dealt with in accordance with this Policy.

12. Complaints to Ofsted and the Independent Schools Inspectorate (ISI)

Parent/s/Guardian/s/Carer/s of children at Grimsdell, Mill Hill Pre-Preparatory School, Keble Prep, Lyonsdown School, Hertford Prep, Kingshott School, Abbot's Hill School, Westbrook Hay School, Framlingham College may complain directly to Ofsted and/or to the Independent Schools' Inspectorate (ISI):

- The contact number for the Ofsted helpline is 0300 1234 234 or email enquiries@ofsted.gov.uk. Ofsted has produced a leaflet that gives information about how to raise concerns about schools; how to raise concerns with Ofsted; what Ofsted can and will do when they receive complaints; and Ofsted's enforcement and other powers.
- The leaflet, 'Concerns and complaints about childminders and childcare providers' can be accessed at: <https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>
- Parent/s/Guardian/s/Carer/s can also raise concerns related to the quality of education or the welfare health or safety of pupils, by writing to ISI directly to: The Independent Schools Inspectorate, CAP House, 9-12 Long Lane, London EC1A 9HA at email concerns@isi.net. Their phone number is 0207 600 0100. Concerns will be recorded and may be copied to the Department for Education (DfE). However, ISI will not investigate disputes about fees or specific complaints about Pupils no longer at a School.

13. Expulsion

A Pupil may be formally expelled from a Foundation School if it is proved on the balance of probability that the Pupil has committed a very grave breach of School discipline or a serious criminal offence. Expulsion is reserved for the most serious breaches. In the event of expulsion or of the Pupil's removal being required, the Head will advise the Parent/s/Guardian/s/Carer/s of the Procedure for a Governors' Review of that decision, and which is set out in Foundation's Expulsion, Removal and Review Policy. A Formal Complaint regarding the decision to expel or require a Pupil to be removed from the School will be conducted in accordance with section 6 of the Foundation's Expulsion, Removal and Review Policy.

14. Number of Complaints in a School Year

The number of Complaints in the previous School Year may be obtained by contacting the Head's PA or the School Office.

15. Flowchart:

A flowchart summarizing the process for raising concerns or complaints is attached in Appendix B.

16. Review:

This Policy shall be reviewed every three years.

Last review: August 2026

Next review August 2029

This Policy has been approved by the Executive Team on 26 August 2026.

Appendix A: Complaints Report Form

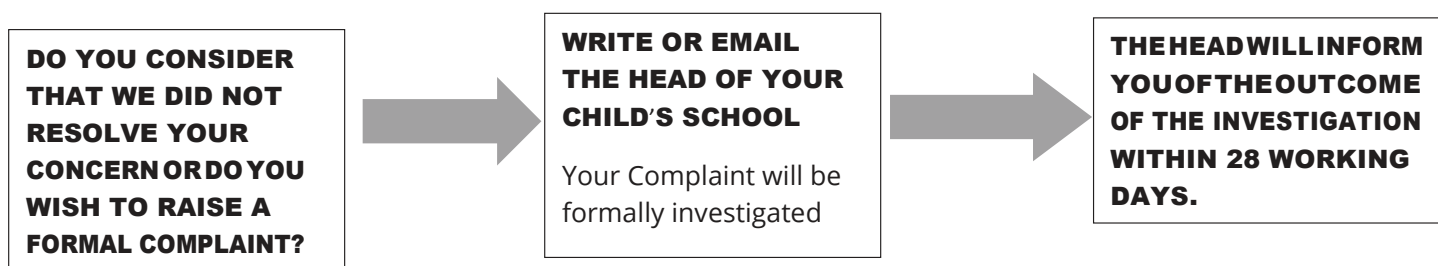
School:	
This Form is to be completed by any member of staff who receives a formal complaint from a Parent/s/Guardian/s/Carer/s. It should be passed to the Appointed Person at the School. Definition of a formal complaint that must be logged on this Form: a) A formal complaint that has been raised under the Foundation's formal complaints procedures or b) A complaint that is raised directly to a member of the Senior Management Team, or to a Housemaster or Housemistress, or to a Head of Department and which requires formal investigation, or other significant input, by a member of the Senior Management Team	
What is the nature of the complaint? (Please tick) ☐ Staff Conduct ☐ Teaching Standards ☐ Condition of Premises ☐ Matters of Regime and Routine ☐ Pastoral Care ☐ Time Tabling ☐ Other (please give details)	
Please give details of the complaint: Date/s of Incident: _____ Time/s: _____	
Please give the names of any witnesses to the incident/s:	
Action Taken:	
Name: Signed:	Date:
FOR OFFICE USE ONLY: Is this deemed to be a complaint according to the definition used by the School?	YES / NO (please circle)

Appendix B: Flowchart for How to Raise a Concern or Complaint

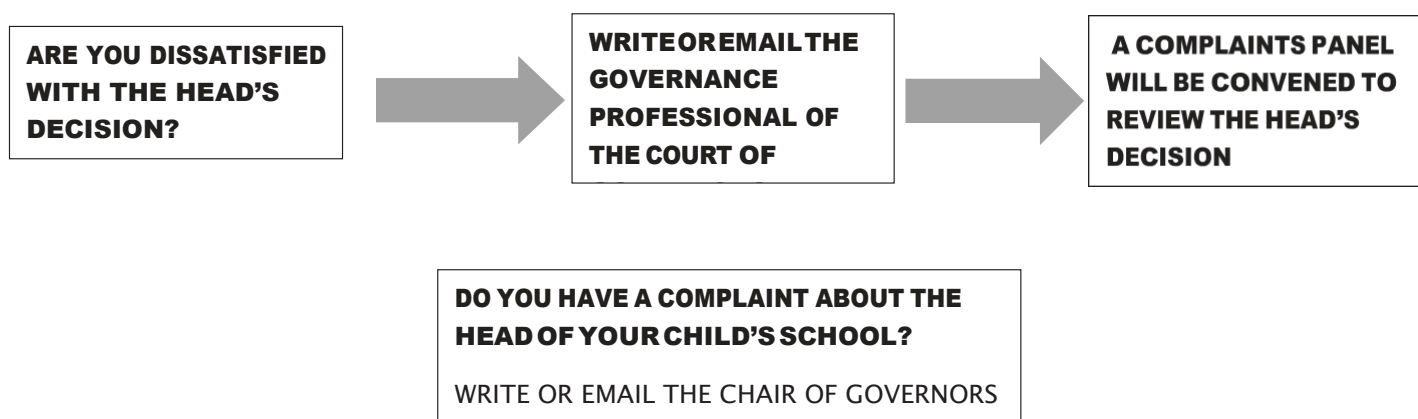
STAGE 1



STAGE 2



STAGE 3



Instilling values, inspiring minds.



Mill Hill
EDUCATION GROUP

The Mill Hill Education Group is the brand name for The Mill Hill School Foundation.

Registered in England: number 3404450

Registered office: Walker House, Millers Close, The Ridgeway, Mill Hill, London NW7 1AQ

Registered charity number: 1064758.
