



Heathfield Primary and EYC Complaints Procedure for Parents and Carers



Supporting Families and Carers to Address Complaints

We strive to ensure that we are doing the best for your child and for all children at Heathfield. If there is ever an issue, then we are here to help and support.

In all cases, we ask that you speak to a member of staff to raise a concern or issue which provides the opportunity to address the problem and try to find a suitable outcome.

This can be a discussion in person, a letter, email, or a phone call. (Please note that if it is urgent you should either call or speak to a member of staff as messages/emails/letters may not be read during the school hours.)

Phone: 01292 612 123

Email: Heathfield.Mail@south-ayrshire.gov.uk

If, however, this is not concluded or you feel that it has not been sufficiently addressed, you can follow the complaints procedure:

Early Years centre

You can contact:

1. Senior Early Years Practitioners – Holly Bloy (Monday – Wednesday) or Lindsay Rowans (Thursday/Friday).
2. Depute Headteacher, Natalie Spence.
3. Head teacher, Gaenor Hardy, if it has not been resolved in a way that you are satisfied.

Primary 1 – 7

You can contact:

1. Principal Teachers, Caryn Davidson, Laura Boyd, Linda Cameron (ELF) or Charlene Sewell.
2. Depute Headteachers, Natalie Spence or Kathryn Hamilton.
3. Head teacher, Gaenor Hardy if it has not been resolved in a way that you are satisfied

We strive to respond to all communication within 2 working days and if we have not met this deadline, please contact the school office via email or phone call and ask to speak to the headteacher.

If you have tried to resolve the issue with the school and it has not been actioned appropriately or you are not satisfied with the result, you can use the South Ayrshire Complaints Procedure.

Please note - concerns and comments on our Facebook Page will be deleted and communication through Messenger is not regularly monitored.