

09 February 2016

Dear parent or carer

Inspection of Heartlands High School by Ofsted

We have just told your child's school that we will inspect it on 10 February 2016. The lead inspector will be Helen Matthews. We are writing to you because we would like to know what you think about the school. Please take a few minutes to read the leaflet which came with this letter. It explains why we inspect schools, and what happens during an inspection.

Your views about the school are important to us

If you are a registered parent or carer of a pupil at the school (including pupils on sick leave or who are temporarily excluded), you can tell us your views about the school by completing Ofsted's online survey, Parent View, at: www.parentview.ofsted.gov.uk.

Parent View asks for your opinion on 12 aspects of your child's school, including the progress made by your child, the quality of teaching, how the school deals with bullying and poor behaviour. It also provides a free-text box for you to make additional comments, if you wish. The inspectors will use the online survey responses when inspecting your child's school. Written comments can also be sent to the school in a sealed envelope, marked confidential and addressed to the inspection team.

To register your views, you will need to provide your email address, which will be held securely. It will not be used for any purpose other than providing access to the online survey. Neither schools nor Ofsted will have access to any email addresses.

Please complete the online survey by **noon** on 10 February 2016 as this will give the inspection team more time to consider your views. However, we will consider all online responses that are completed during the inspection, although the free-text box facility will not be available after noon on 10 February 2016.

Speaking to an inspector

If you are unable to complete the online survey, it may be possible to speak to an inspector during the inspection, for instance at the start of the school day, or to pass on messages to the inspectors if you are unable to speak to them in person. Inspection administrators will be happy to make the necessary arrangements. If concerns are raised about child protection, we may have to pass the information we receive to social services or the police. You can contact the administrators on 03000131216. Inspectors will be pleased to receive your comments, but cannot deal with complaints about individual pupils or settle disputes between you and the school.

Thank you in advance for taking the time to complete the online survey.

Yours faithfully

Hannah Parry

As well as completing the survey, you can use Ofsted's online survey, Parent View, at any time during the school year to give Ofsted your opinion of your child's school. You can also use Parent View to see survey results for schools across England. Visit www.parentview.ofsted.gov.uk or look for the link on the main Ofsted website: www.gov.uk/government/organisations/ofsted