

HeartWise Certified: how reviews work

The consent form, the complaints route and the rules for the mark

Version 1.0 · founding cohort · October 2026

Our promise in one line. A HeartWise review is a kind, open look at everyday practice, planned together with you, where children always have a choice and nobody is graded.

HeartWise Certified is a **HeartWise programme**. HeartWise trains, reviews and certifies. It is not an independent or official accreditation, and we say so plainly. The HeartWise Standards are still a draft (v0.1) and are being shaped with the founding cohort.

Who reviews. Reviews are led by Yasmin Mubarak, or by a HeartWise reviewer she has trained. Your visit letter names the reviewer.

Part 1. School consent form for a review visit

Completed and signed by the school before a review visit. The school keeps a copy and HeartWise keeps a copy.

1. About this visit

School	[Name of school] [Address]
Head or principal	[Name]
School safeguarding lead	[Name and contact]
HeartWise reviewer	[Name, as given in the visit letter]
Date(s) of the visit	[Dates, agreed together]

2. What the review is

A HeartWise reviewer looks, kindly, at everyday practice against the HeartWise Standards. We want to notice what is going well and to help with what is not yet in place. It is not a test and it is not an inspection. You will know the Standards before we come, and we plan the visit with you.

3. What the reviewer may do

- Watch everyday practice for short periods: in lessons, in corridors and in the staff room.
- Talk with staff, one by one or in small groups.
- Have a short, friendly chat (about 15 minutes) with a small group of children, **always with a school adult in the room**. This is only for children whose families have been told about the visit

and who are happy to join in. For our youngest children (under five) the reviewer watches practice and does not interview.

- Read documents that the school chooses to share.

4. What the reviewer will not do

- Record, film or photograph children or staff.
- Write down a child's name, or anything that could identify a child.
- Talk with a child alone or in private.
- See safeguarding records, pupil files or any child's personal information.
- Ask a child to speak about their own feelings in front of others, or to answer when they do not want to.

5. Children's choice

Any child may say no, or stop, at any time, and nobody will ask why. All feelings are okay and there are no right answers.

6. The school's part

- The school tells families about the visit in the way it normally tells them about school activities, and respects any family who would rather their child did not take part.
- The school's own safeguarding policy applies throughout the visit.
- A school adult is present whenever the reviewer is with children.

7. If a worry comes up

If a child says or shows something that worries the reviewer, the reviewer does not question the child. The reviewer tells the school safeguarding lead named above the same day, in person or by phone, and the school follows its own safeguarding procedure. In an emergency, anyone should contact the proper emergency or child-protection services in their country straight away.

8. What is written down

- The reviewer's notes describe practice, not individual children. They contain no child names.
- HeartWise shares the notes with the school. HeartWise keeps them for 12 months after the certification decision and then deletes them. They are kept by HeartWise only, never on public file hosting.
- The school can ask us at any time to show or delete its notes: hello@heartwise.world.

9. Agreement

We have read this form. We agree to the review visit described above, on these terms.

For the school	
	Name & role: [] Date: []

For HeartWise	
	Name & role: [] Date: []

Part 2. Consent form for a workplace review

The same promises, without children. Completed and signed before a review visit.

Organisation	[Name] [Address]
Lead contact	[Name and contact]
HeartWise reviewer	[Name, as given in the visit letter]
Date(s) of the visit	[Dates, agreed together]

What the reviewer may do

- Watch everyday practice: a meeting, a one-to-one, shared spaces. Only where the people concerned are happy for the reviewer to be there.
- Talk with colleagues and leaders, one by one or in small groups. Taking part is always a choice, and nobody has to say why they said no.
- Read documents that the organisation chooses to share.

What the reviewer will not do

- Record, film or photograph people.
- Name individuals in the notes, or report what one person said to their manager.
- See personal files, health information or anything about a person's private life.

What is written down

The notes describe practice, not individuals. HeartWise shares them with the organisation, keeps them for 12 months after the certification decision and then deletes them. The organisation can ask to see or delete them at any time: hello@heartwise.world.

Agreement

For the organisation	Name & role: [] Date: []
For HeartWise	Name & role: [] Date: []

Part 3. If you are not happy: complaints and appeals

For any school or workplace that takes part, and for anyone who feels that a review or a decision was not fair. We would always rather hear it and put it right.

What you can raise

- How a review was carried out, or how a reviewer behaved.
- A decision not to certify, to pause, or to withdraw a certificate.
- How the HeartWise mark has been used, by another place or by HeartWise.
- How personal details were handled.

The steps

Step	What happens	How long
1	Tell us. Write to hello@heartwise.world with the subject "Certified complaint". Say who you are, what happened and what you would like to happen.	Any time
2	We confirm that we have it, and tell you who is looking at it.	Within 5 working days
3	Someone who was not part of the review looks at it fairly. They may ask you or the reviewer for more detail.	An answer within 20 working days
4	We write back in plain words: what we found and what we will do.	With step 3
5	A second look. If you are not satisfied, or you disagree with a decision about certification, you can ask in writing for it to be looked at again. We give you our reasons in writing. The second look is by a different person who has not been involved, and where HeartWise is small we invite an experienced educator from outside HeartWise, agreed with you, to take part.	Ask within 14 days; answer within 20 working days

While a complaint or a second look is open, your certificate and your right to use the mark stay as they are, unless there is a safeguarding concern.

Safeguarding worries are different

A worry about a child's safety never waits for a complaint process. Tell the school's safeguarding lead, or the proper child-protection services in your country, straight away.

What we keep

A short record of each complaint, what was decided and why, kept for two years. We use what we learn to improve the Standards and our reviews. We do not share it outside HeartWise unless the law requires it.

Part 4. Using the HeartWise Certified mark well

The mark tells your community that your place has been through the HeartWise journey. These simple rules keep it true.

- **The words.** "HeartWise Certified, [year]". Always with the year of certification or last renewal.
- **Where.** Your website, your building, your letters, your social media: any place that is yours.
- **Keep it as it is.** Please do not change the design, the colours or the words, and do not add claims to it.
- **The truth about it.** It means your place is HeartWise Certified, a HeartWise programme. Please do not describe it as an independent or official accreditation, or as approved by any other body.
- **One place.** It belongs to the school or workplace that was certified, not to a person, another site or another organisation.
- **When it ends.** If a certificate is not renewed, paused or withdrawn, please stop using the mark. If a renewal is missed we allow a grace period of 60 days to catch up.
- **Questions.** Write to hello@heartwise.world before using the mark in a new way.

The certificate and the final design of the mark are given when a place is certified. The rosette on the website is still a draft design.

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