



Complaints Policy for  
Riverview CofE Primary &  
Nursery School  
**Autumn Term 2017**



*Riverview exists to cherish, challenge and inspire children and adults within a Christian community.*  
Love, respect, trust, forgiveness, hope

# Complaints Policy

Approved by the Governing Body : November 2017  
Review Date : November 2018

## Introduction

Riverview CofE Primary & Nursery School endeavours to provide the best education possible for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

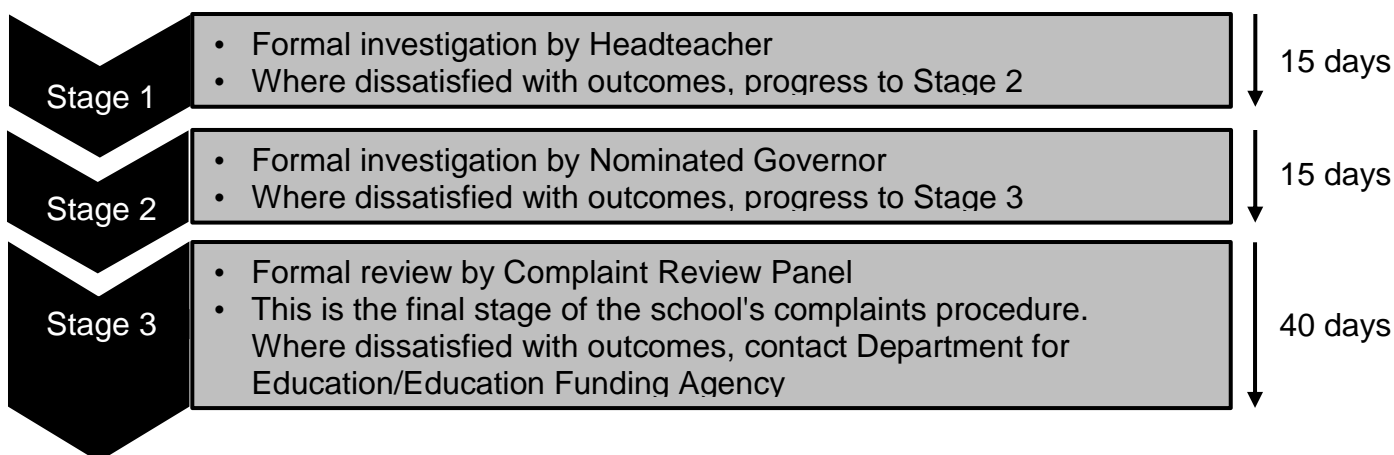
- Fairly
- Openly
- Promptly
- Without Prejudice

## Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below.

Riverview CofE Primary & Nursery School operates a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the Riverview CofE Primary & Nursery School Complaints Procedure document available on the school website and/or on request from the school office.**

## Timeline for formal complaints



**All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.**