

Complaints Procedure Statement

We hope that we shall come to know you and your family really well whilst your child is at Riverview. We believe that by talking together, working together and supporting each other, we can achieve a secure foundation for your child's education and enable them to achieve their full potential. We employ our own Family Support Worker who provides support, guidance and care for all our families. We also have a Children's Centre with Outreach workers and facilities which aim to provide high quality support and activities for parents and carers with young children. We value the role which you as parents/carers play in the education of your child and aim at all times to treat you with care and respect. We will:

- Generally acknowledge your letters and suggestions with two working days. If we feel a more detailed response is required we will aim to send a fuller reply within seven working days.
- We will aim to deal with your enquiries immediately. Outside school hours your calls can be diverted to answer-phone. Please leave a message giving your name and telephone number. We will respond to all answer phone messages during the next working day.
- Deal with straightforward requests for information immediately.
- However, we will respond to more complicated requests within seven working days.

If you wish to complain, tell us as soon as possible and we will try to put things right immediately. You can come in and see us, phone or send a letter. If we cannot deal with a problem straight away, we may ask you to give us a little time to investigate the matter. If you are not happy with our response you can write to the Chair of Governors.

Please see our Complaints Policy and Summary on our website for further information.