

Rivelin Primary School

Complaints Policy 2026/2027

1. Our Commitment

Rivelin Primary School values positive relationships with children, families, staff and the wider school community.

We recognise that concerns and complaints may arise from time to time. We aim to deal with these fairly, promptly, respectfully and consistently, while seeking to resolve concerns wherever possible.

We encourage parents and carers to raise concerns at an early stage so that they can be addressed quickly.

2. Informal Concerns

The relevant member of staff will respond promptly and will seek to resolve the concern as quickly as possible.

Informal concerns can be raised by email to enquiries@rivelin.sheffield.sch.uk or by calling the school office on 0114 2341304.

Most concerns can be resolved informally.

Parents and carers should normally raise their concern with the member of staff involved or the relevant class teacher in the first instance.

Where appropriate, the concern may then be referred to a member of the Senior Leadership Team.

Staff will listen carefully, investigate where necessary and seek to resolve the concern as quickly as possible.

3. Formal Complaints

If a concern cannot be resolved informally, or the complainant wishes to make a formal complaint, it should be made in writing to the Headteacher.

The complaint should clearly explain:

- what the concern is;
- what has happened;
- who is involved, where relevant;
- what action has already been taken; and
- what outcome the complainant is seeking.

The school will acknowledge the complaint and investigate it fairly and appropriately.

4. Complaints About the Headteacher

Where a complaint concerns the Headteacher, the complaint should be made to the Chair of Governors.

The Chair of Governors will arrange for the complaint to be considered by an appropriate person in accordance with the school's complaints procedure.

The Headteacher will not be responsible for investigating or deciding on a complaint about themselves.

5. Complaints About the Governing Board

Details of how to contact the Chair of Governors or Governing Board can be requested from the school office.

Where a complaint concerns the Chair of Governors or the Governing Board, the complaint should be directed to the appropriate governance contact or clerk to the Governing Board.

The complaint will be considered by an appropriate person who has not previously been involved in the matter.

6. Complaints Panel / Review

If a complainant remains dissatisfied following the school's formal response, they may request a review in accordance with the school's complaints procedure.

Where appropriate, a panel of governors who have not previously been involved in the complaint will consider the matter.

The outcome of the review will be communicated in writing.

7. Safeguarding Complaints

Any concern relating to the safety or welfare of a child will be dealt with in accordance with the school's Safeguarding and Child Protection Policy and relevant safeguarding procedures.

Safeguarding concerns will always take priority over the complaints process where necessary.

8. Unreasonable or Persistent Complaints

The school recognises that complainants may sometimes remain dissatisfied.

Where complaints are repeated, unreasonable, abusive or place unreasonable demands on staff, the school may take appropriate steps to manage communication and protect staff from unacceptable behaviour.

This will not prevent a genuine concern from being considered.

9. Confidentiality and Record Keeping

Complaints will be handled sensitively and confidentially.

The school will keep appropriate records of formal complaints, including the concerns raised, actions taken and outcomes.

Information will only be shared with those who need it to consider or respond to the complaint.

10. Monitoring and Review

The Headteacher and Governing Board are responsible for monitoring complaints and identifying any recurring issues or areas for improvement.

This policy will be reviewed regularly to ensure that it remains appropriate and effective.