CARDIFF
CAERDYDD

Western
Learning
Federation

Riverbank School

COMPLAINTS POLICY

Riverbank
SCHOOL
Learning together to be the best we can

RATIFIED BY GOVERNORS	30th September 2026
DATE REVIEWED	30th September 2026
DATE FOR REVIEW	30th September 2027
DATE PUBLISHED	September 2026

Monitoring the policy

This policy will be reviewed bi-annually unless change of circumstances or legislation requires it to be amended earlier.

SIGNED  **DATE** 01.10.26

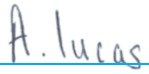
Chair of Governors

SIGNED  **DATE** 01.10.26

Executive Headteacher

SIGNED  **DATE** 01.10.26

Deputy Executive Headteacher

SIGNED  **DATE** 01.10.26

Head of School

The values and principles

The federation is underpinned by a set of values that define the culture of the three federated schools.

Our Principles

Honesty

Responsibility

Positivity

Trust

Empathy

Patience

Respect

Kindness

Our Values

- We celebrate our differences.
- We have a shared sense of belonging.
- We play, laugh, smile and celebrate success.
- We have a positive attitude.
- We learn from experiences to develop life and independent skills.
- We follow our dreams and aspirations.
- We care for our own and wider environment.
- We improve quality of life.

Definition

Values	One's judgement of what is important in school life.
Principles	Morally correct behaviour and attitudes.

Rights Respecting Schools

Every child has rights "without discrimination of any kind, irrespective of the child's or his or her parent's or legal guardian's race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status"

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Riverbank SCHOOL
Learning together to be the best we can

Tŷ Gwyn SCHOOL
Learning to achieve

Woodlands SCHOOL
Learning for Living

Vincent Road, Cardiff, CF5 5AQ

Western Learning Federation
Together we learn, grow and achieve

@CardiffWestern @RiverbankSch @GwynSchool @WoodlandsHS

www.westernlearningfederation.co.uk

Whilst we at Riverbank School have an excellent relationship with parents and the community, it is possible that an occasion may arise when you may wish to make a complaint.

With this in mind, the following is intended to assist you.

- The complaint will be kept confidential. Only those people who need to know about the complaint (whether for the purposes of investigating it or deciding on the merits of the complaint) will be made aware of the complaint, except where the matter is already in the public domain.

- Anonymous complaints will be disregarded.

Stage One

In the first instance, most concerns can best be settled by talking to the member of staff concerned. You should raise your concern as soon as you can; normally we would expect you to raise your issue within 10 school days of any incident. The longer you leave it the harder it might be for those involved to deal with it effectively. At your request, and if the matter cannot be dealt with immediately, the member of staff concerned will arrange a mutually convenient appointment for your complaint to be discussed. Before such a meeting the Head of School and/or Executive Head Teacher will be notified that a complaint has been made and will be informed of the outcome.

We will try to let you know what we have done or are doing about your concern normally within 10 school days, but if this is not possible, we will talk to you and agree a revised timescale with you.

The person overseeing your concern or complaint will keep you informed of the progress being made. This person will also keep a log of the concern for future reference.

Stage Two – Head of School's Investigation

When a concern cannot be easily and informally resolved in this way, then you should put your complaint in writing to the Head of School. We would expect you to aim to do this within five school days of receiving a response to your concern as it is in everyone's interest to resolve a complaint as soon as possible.

If your complaint is about the Head of School you should put your complaint in writing to the Executive Head Teacher, addressed to the school, to ask for your complaint to be investigated.

If your complaint is about the Executive Head Teacher you should put your complaint in writing to the Chair of Governing Body, addressed to the school.

Upon receipt of a written complaint, the Head of School will:-

(i) acknowledge receipt of your letter within five school days;
(ii) carry out an investigation and report to you within fifteen school days.

If the matter cannot be dealt with in the time specified, you will be informed of when the matter is likely to be concluded.

Stage Three – Review by Governing Body

If you are not content that stages one and two have been dealt with satisfactorily, you should write to the Chair of the Governing Body; we would normally expect you to do this within five school days of receiving the school's response. The Chair of the Governing Body will ask the Clerk to the Governing Body to:-

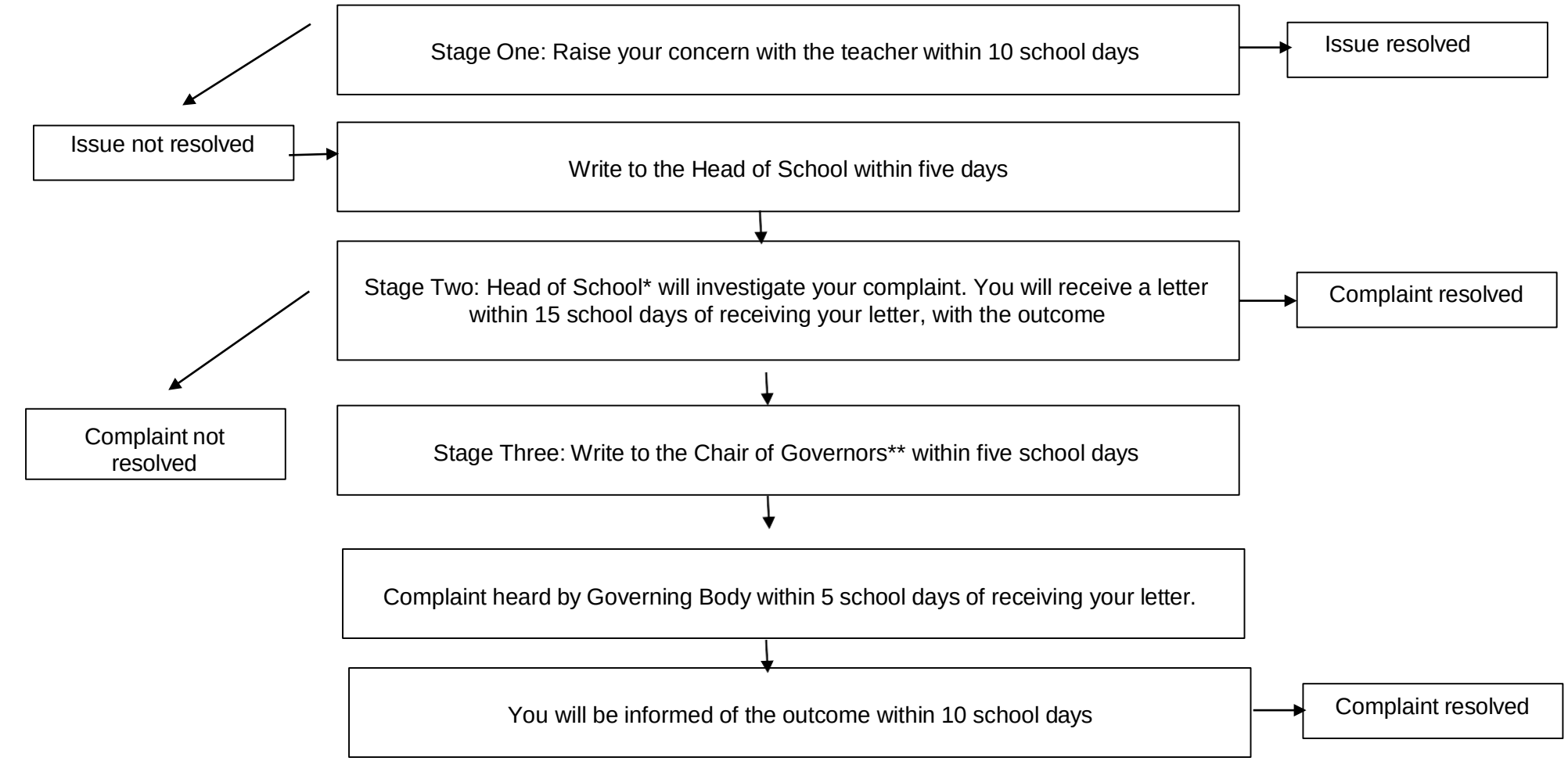
(i) acknowledge receipt of your letter within five school days, and
(ii) make arrangements for a meeting of the committee of the Governing Body charged with dealing with complaints to investigate your complaint.
(iii) The Chair of the Complaints Committee will notify you in writing of the outcome of the investigation within five working days of such meeting.

If the matter cannot be dealt with in the time specified, you will be informed of when the matter is likely to be concluded.

Appendix 1

Appendix A: Summary of dealing with concerns or complaints

This procedure will be followed in the event of a concern or complaint about the school.



*If the complaint is about the Head of School you should write to the Executive Head Teacher. If the complaint is about Executive Head Teacher you should write to the Chair of Governors

**If the complaint is about the Chair of Governors, you should write to the Vice Chair

All timescales shown are targets and are flexible however it is in everyone's best interest to resolve a complaint as soon as possible. The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.