

Yorke Mead Primary School

Timescales

May 2025



Our School Vision Statement *BRINGING LEARNING to LIFE*

We are a school dedicated to creating an environment where children are able to grow into happy, well-rounded individuals with a love of learning through which they can achieve to the best of their abilities.

We want our pupils to enter the wider world as

- o Happy, positive individuals*
- o Responsible citizens who make a positive contribution*
- o Confident, resilient, healthy & life-long learners.*

DARE TO...

D - Determination

A - Ambition

R - Resilience

E – Enjoyment

T - Trust

O - Openness

This policy adheres to the response timescales set out by Hertfordshire County Council. If contacting us regarding a complaint, please read the Complaints Policy and Procedure which details separate timescales.

When you call us

We aim to answer calls within 5 rings and try to answer your queries there and then, as accurately as we can.

If that's not possible, we'll respond within 3 working days.

We respect confidentiality and always explain our decisions and reasons for those decisions.

When you email us

We'll respond to your email within 10 working days.

Any complaints emailed to us will be acknowledged within 3 working days.

When you send us a letter

We'll reply to your letter within 10 working days. If that's not possible, we'll let you know when you can expect a response.

Completing paperwork

If you require the school/SENDCo to complete paperwork we require a minimum of 10 working days notice. Some paperwork such as EHCPs require a more significant period of time to collate.