

# Ryders Hayes School

A Primary Learning Academy



## Procedure for Complainants who are not parents, carers or pupils

Ryders Hayes School

Gilpin Crescent

Pelsall

Walsall

WS3 4HX

01922 683008

[postbox@ryders-hayes.co.uk](mailto:postbox@ryders-hayes.co.uk)

Sally Miner Head Teacher

29<sup>th</sup> September 2015

To be reviewed annually

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*'Do the right thing to be the best you can be'...* 

At Ryders Hayes School we believe in creating a whole school culture that is safe and inclusive.

***To nurture and facilitate the growth of our pupils and their learning; equipping them with the skills and attributes to embrace the challenges of a rapidly changing world. To enjoy success for today and be prepared for tomorrow, by instilling the values of: enquiry; adaptability; resilience; morality; effective communication; thoughtfulness; collaboration; respect ; international /open mindedness, and growth mindset.***

### **Procedure for complainants who are not parents/carers or pupils**

The main Complaints Policy applies solely to complaints made by parents or carers of pupils in the school. The school wishes to work closely with other members of the local community and will deal with concerns and complaints as follows:

#### **Stage 1**

A concern regarding the school and/or its operations may be made to any member of staff. That member of staff will attempt to resolve the matter immediately or may, if appropriate, refer the matter to their line manager or member of SLT who is best placed to deal with the concern. It is expected that most concerns will be responded to orally or in writing within 5 school days. If a longer period is required, you will be kept informed of the progress of the investigation.

#### **Stage 2**

Where a concern is not resolved at stage 1, a formal complaint should be sent to the Head Teacher to investigate. The Head Teacher may delegate the task of investigation and/or responding to the complaint to a member of SLT or may escalate the complaint straight to stage 3. A formal response to the complaint will usually be provided within 10 school days of receipt of the letter of complaint although if a longer period is required to respond, you will be kept updated.

#### **Stage 3**

If you are not satisfied with the response at stage 2, you may request a review by writing to the Chair of Governors. You should write to the Chair within 10 school days of receipt of the letter at stage 2. The Chair may consider the complaint alone or may convene a complaints committee on the same terms as set out in the main body of the complaints policy. The decision at this stage will usually be sent to you within 20 school days of receipt of the request for a review.

The decision at stage 3 exhausts the school's complaints procedure.