

# COVID-19 Complaints Policy Addendum

## Effective from 4 June 2020

The Education and Skills Funding Agency (ESFA) is advising complainants that the schools complaints procedure must be completed before a complaint can be escalated to ESFA.

However, the ESFA accept that it may not be possible for school's to complete their usual process during the coronavirus (COVID-19) outbreak.

The ESFA Chief Executive has notified Trusts that ESFA *“will not be considering complaints about schools’ compliance with complaints and exclusions regulations at this time. If we receive complaints about these, we will notify the complainants that we will consider their complaint once restrictions are eased. Where a school’s own complaints processes are underway or have not been completed, we advise that they must be, but acknowledge that schools may not be in a position to follow their usual processes or timescales in this regard.”*

We are keen to maintain communication with all of our stakeholders during this time and, whilst we are unable to respond at this time to a formal complaint, we do want to hear about any concerns you may have so we can resolve these as quickly as possible. Our Complaints Policy defines a **concern** as *‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’*.

### **How to raise a ‘concern’ during COVID-19**

Until restrictions are eased, you can raise your concern in writing or by telephone to either the class teacher or Headteacher. If the issue remains unresolved, the next step is to make a formal complaint once the school is fully re-open.