

Handling complaints during the coronavirus (COVID-19 outbreak)

The Department for Education does not expect schools to handle new or existing complaints while they are partially or fully closed due to the COVID-19 outbreak. The school will contact parties to acknowledge receipt of the complaint and where possible contact the complainant in an attempt to support the complaint and resolve at the earliest point.

The school reserves the right to decide whether it has the capacity to support the complaint through the school's complaints policy or to place the complaint on hold until the school can safely and fully reopen, so that the complaint can be heard and processed in accordance with the school's usual complaints policy.