

# Appendix: Complaints Procedure During a Tier 4 Local Lockdown in the Coronavirus (COVID-19) Pandemic

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## Statement of intent

In line with current government guidance, the school is not expected to handle new or existing complaints while it is under tier 4 restriction during a local lockdown in the school's local area; however, the school remains committed to maintaining open communication channels with parents and all stakeholders during this time.

We understand the necessity to adapt our procedures during a local lockdown and to ensure members of our school community can continue to voice any concerns they may have.

This appendix outlines how the school will manage concerns and complaints during tier 4 local restriction in the coronavirus pandemic, in line with the government's guidance and this policy. The information in this section is under constant review and kept updated to reflect any changes to national or local guidance.

## 1. Legal framework

1.1. This appendix has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- DfE (2020) 'Best practice guidance for school complaints procedures 2020'
- Department of Health & Social Care (2020) 'COVID-19 contain framework: a guide for local decision-makers'

1.2. This appendix operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Coronavirus (COVID-19): Contingency Plan – *do we need to insert a different policy name? Risk assessment / planning document*
- Data Protection Policy
- Retention of Records policy Records Management Policy

I don't think we need Freedom of information and Rights of access policy here.

## 2. Making a complaint

2.1. For the purpose of this appendix, a "**complaint**" can be defined as 'an expression of dissatisfaction' towards the actions taken or a perceived lack of action taken.

2.2. The normal complaints procedure set out within the main body of this policy will resume once the school is no longer under tier 4 local restriction, as directed by the DfE; until this point, formal complaints will not be dealt with by the school.

2.3. Any updates that influence this policy or appendix will be communicated to all parties involved via email in a timely manner.

- 2.4. Complainants are encouraged to call the DfE for more information regarding the expectations on schools regarding complaints at this time.

### **3. Sharing a concern**

- 3.1. For the purpose of this appendix, a “**concern**” can be defined as ‘an expression of worry or doubt’ where reassurance is required.
- 3.2. Parents can share concerns about aspects of the school’s current provision by contacting the Executive Head Teacher via telephone or email. Concerns will be responded to as soon as it is deemed possible.
- 3.3. Parents who wish to share a concern about their child’s learning should in the first instance raise their concerns with their child’s class teacher via telephone or email.
- 3.4. If a concern relates to the safeguarding of a child, the person concerned should contact the LA or, where appropriate, the police without delay.

### **4. Recording a concern**

- 4.1. A written record will be kept of any concern made either on CPOMS or on file where it is deemed necessary, and will include:
  - The main issues raised and any recommendations.
  - Whether the concern was resolved and how this was achieved.
  - Actions taken by the school as a result of the concern raised.
- 4.2. The school will keep the governing board up-to-date with any concerns raised and actions that are taken to resolve them, where necessary.
- 4.3. Any record of concerns made will be held in line with the Data Protection Policy.

### **5. Monitoring and review**

- 5.1. The Executive Head Teacher is responsible for continually monitoring government guidance and updating this appendix in line with any changes, including guidance on both national and local levels.
- 5.2. Any changes to this appendix will be communicated to all staff, parents and relevant stakeholders.
- 5.3. This appendix will be considered redundant once the school is no longer under tier 4 local restriction, as directed by the DfE; at which point, the school will resume its regular complaints procedures.
- 5.4. The procedures in this appendix will be reinstated if the school goes back into tier 4 local restriction at any point.

