



The Cathedral School of St Peter and St John

Complaints Procedures During the Coronavirus Pandemic Policy

Please note: This annex has been created in line with current government guidance and includes information on how schools should deal with concerns during the coronavirus (COVID-19) pandemic.

Schools are **not** expected to address new or existing complaints during this time.

For more information regarding school complaints, schools and complainants should [contact the DfE](#).

Contact your local council or call the police if you believe a child is at risk.

Once pupils return to school full time, please refer to the provisions within our original policy.

Last updated: 9 June 2020

Statement of intent

In line with current government guidance, the school is not expected to handle new or existing complaints while it is open to a limited number of pupils due to the coronavirus pandemic; 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 the school's partial closure 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 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.

Signed by:

_____	Headteacher	Date: _____
_____	Chair of governors	Date: _____

1. Making a complaint

- 2.1. For the purpose of this policy, 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 in our existing Complaints policy will resume once the school reopens fully to all pupils and when 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 will be communicated to all parties involved via email 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. Concerns with regards to school closures

- 3.1. 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 headteacher 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 will raise their concerns with their child’s class teacher via telephone or the school’s main email: stpeter&stjohn@salford.gov.uk.
- 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 in the school’s Concerns Log where 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 Records Management Policy.

5. Monitoring and review

- 5.1. The headteacher is responsible for continually monitoring government updates and updating this appendix in line with any changes and 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 reopens fully to all pupils and when directed by the DfE – at which point, the school will resume its regular complaints procedures.