

Annex A Handling complaints during the coronavirus (COVID-19) outbreak

Updated January 2021

The Department for Education acknowledges that the pressures caused by coronavirus (COVID-19) might affect schools' usual processes and timescales for complaints. However, schools should still consider complaints, particularly those relating to the provision of remote education.

If a child is at risk, you can call the children's social care team at the council in Nottinghamshire:

Tel. 030 0500 8080

Tel. 030 0456 4546 (out of hours)

or call the police on 101.

Ofsted normally expects parents to seek to resolve any concerns with the school in the first instance. However, schools and complainants can contact the DfE online at <https://www.gov.uk/contact-dfe> for more information about school complaints.

Signed: 

Rebecca Jackson - Chair of Governors

Date: 08/03/2021