COVID-19 Complaints Policy Addendum (June 2020)

All maintained schools within Cambridgeshire and Peterborough are committed to continuing supporting the children of defined keyworkers and identified vulnerable children, whilst working towards the reintegration of Early Years, Reception Class, Year 1 and Year 6 children (in that priority order), as per the Government guidance. This approach is grounded upon the basis that risks associated with Covid-19 have been deemed to be mitigated as much as practicable through precautionary measures taken and risk assessed by school leaders and governors.

The approaches undertaken towards this reintegration and phased school re-opening have been quality assured by the Local Authority whose representatives have individually risk assessed each school's approach, considering key factors pertinent to individual school circumstances and contexts. To this regard – it is recognised that for a variety of different reasons – each school has taken an approach which relates to the particular risks and mitigation factors able to be implemented and therefore, different schools will have different approaches and capacity related to this.

In addition to an understandable desire to have children return to school – the health and safety of children and school staff remains the main priority when determining the best approaches to match school's context and circumstances.

It is recognised that children and their families also face different circumstances at home and therefore some parents/carers may feel that the school's approach and offer doesn't meet their expectation or satisfaction.

Standard complaints procedures typically follow a set out process and timeline which would be impractical to manage during the current circumstances – especially because schools are being advised to follow national and local authority advice – that any complaints that don't relate directly to Covid-19 should be postponed until such time that it is practicable to proceed, most likely in person.

In circumstances which relate directly to COVID-19 - following raising your initial concerns with school personnel you remain dissatisfied with your school's approach we ask for you to follow the process outlined below:

Stage 1: Your complaints and actions taken to date to resolve this should be raised in writing via email to the Chair of Governors (chair@brampton.cambs.sch.uk) – who will then consider your concerns against the school's approach towards COVID-19, National Guidance and school documentation e.g. Risk Assessments and Recovery Plans. A response should be expected within 48 hours from submission.

Stage 2: If you remain dissatisfied with the outcome of Stage 1, you should ensure that this it is clear in your written reply to the Chair's Stage 1 response that you would like to proceed to Stage 2. This will then be considered by two governors who have had no prior involvement with your complaint. In the interests of logistics and arrangements – a response should be expected within no more than 72 hours from your request for progression from Stage 1.

Stage 3: In the unlikely circumstances where you remain dissatisfied – you should reply to your Stage 2 email response clearly identifying this – which will then be shared with the Strategic Lead for

Governance at the Local Authority – who will review the process followed and decisions made and communicate their outcome within no more than 48 hours from you requesting progression to Stage 3. This decision will be final and not subject to any further course of appeal.

As outlined, because of government restrictions related to gatherings of people – the process shall be purely managed via correspondence.

For the avoidance of doubt – it is recognised that as with any other communicable disease – there cannot be any guarantees for schools to entirely eliminate the risk of contamination or infection, regardless of how detailed and thorough their approach to this work has been.

Approved by the Governing Body: 29th June 2020

Date for Review: October 2020

Chair of Governors Mrs E Spencer