



Brunswick House
Primary School

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Addendum to Brunswick House Primary School's Complaints Policy

April 2020

DfE Notification

Handling school complaints during the coronavirus (COVID-19) outbreak

The guidance for local authority maintained schools about setting up and reviewing complaints procedures has been updated to include best practice guidance about 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 closed. Schools should, however, still engage with parents and pupils where they can.

Complaints should be considered once schools have reopened.

Respect



Teamwork



Empathy



Self-Belief



Honesty

