



QEGSMAT

Complaints Policy Appendix

1. Context

From 20th March 2020 all parents were asked to keep their children at home, wherever possible, and for the schools to remain open only for those children of workers critical to the COVID-19 response – who absolutely need to attend.

In line with the updated guidance received from the DfE this appendix has been created to run alongside the Trust's Complaints policy during this period.

2. Complaints received

The Trust are not expected to handle any new or existing complaints whilst they are closed. However, where possible, they will still engage with parents, pupils and students where they can. Complaints will be considered once the Government confirms schools can safely reopen, following the procedures set out in the Complaints policy.