

## **Complaints Policy : COVID 19**

From the [DfE School Governance website](#) :

*Do schools need to maintain the same procedures for handling complaints during the outbreak?*

For maintained schools, governing bodies are advised that DfE does not expect schools to handle new or existing complaints while they are partially closed during the coronavirus (COVID-19) outbreak. Schools should, however, still engage with parents and pupils where they can. Complaints should be considered once schools have fully reopened. Further information can be found in [DfE guidance for maintained schools on complaints procedures](#).