



Windmill Hill Primary School

Addendum to School Complaints Procedures

We acknowledge that the pressures caused by coronavirus (COVID-19) might affect our usual processes and timescales for complaints. However, we will still consider complaints, particularly those relating to the provision of remote education. [Guidance to support effective delivery of remote education](#) is available by this link and full details are provided on our website.

Note that we have a statutory requirement to follow DfE guidance regarding coronavirus and school openings at this time.

Schools and complainants can [contact DfE](#) for more information about school complaints procedures at this time.

Ofsted will consider complaints from parents that relate to the school as a whole. This includes complaints about:

- the quality of education being provided, including remote education
- pupils' wellbeing and safety

Ofsted normally expects parents to seek to **resolve any concerns with the school in the first instance**. See [Ofsted's complaints process](#).

Please note we shall endeavour to respond to any formal complaint through our current complaints procedures, these are available on our website or a paper copy via request to the school office.

We thank all parents and carers for their support and understanding at this time of national challenge.