



## CASPA Hub School (COVID-19 Closure) Approach to Complaints

This CASPa Hub School approach to complaints during this period of school closure has been written following guidance from The School Complaints Unit (SCU), responsible for the consideration of complaints about local authority (LA) maintained schools on behalf of the Secretary of State for Education.

The guidance states that:

Schools are not expected to progress complaints during periods of official closure. While some schools are open to provide support to key workers' children, children with additional needs or those in care, it should not place additional administrative burdens on schools by requiring them to progress formal complaints.

Schools will still engage with parents, including those whose children are being supported at home. There may therefore be opportunities for informal resolution if concerns are raised but this may depend on the nature of the complaint. However, there is no expectation of formal escalation through the complaints procedure to take place until schools have officially reopened.

The CASPA Hub School and all the schools which are part of this Hub are following the department's [Best Practice Guidance](#) as its procedure, and will apply the campaign approach if we receive multiple complaints on the same or similar issues. This allows for a single stage response, which is designed to reduce administrative burdens on schools. Some complaints may also fall outside the scope of the individual school or hub, as they act in accordance with central or local government advice, for example:

- a school or hub may receive a complaint that a child is not receiving their full entitlement to an education.

The School Complaints Unit states that: schools are officially closed and are limited in the support they can provide but are doing the best they can in the current exceptional circumstances. Complainants will be signposted to the department if they are dissatisfied with the school's response.

- complaints about a lack of transport to a centralised hub is not be a matter that the hub itself can address, as the decision to designate it as such, is taken by the LA. Therefore, complaints of this nature will be signposted to the LA's complaints procedure.

If the CASPa School Hub receives a complaint, including one about a child who does not normally attend the Hub School, we will follow the hub interim complaints procedure. However, the DfE only expects an initial conversation/informal investigation to take place re a complaint, not for the full procedure to be used and not for governors to have to carry out a formal review. The DfE will be supportive of schools, explaining to complainants that beyond an initial informal consideration the complaint will have to wait to be looked at when the schools are back.



The exception to this might be if the complaint concerns a member of staff who is not employed by the hub school, but who may have been brought in to provide additional support. Conduct complaints will be dealt with by the employer; this may be the LA or the governing body of the school at which that person is normally employed.