High Tunstall
College of Science
Inspire | Support | Achieve

Headteacher: Mark R Tilling
Deputy Headteachers: Peter W Hayward and Laura Ovens

Coronavirus (COVID-19): national lockdown addendum for Complaints Procedures Policy

Please note that, during the national lockdown and partial closure of schools, the DfE and ESFA have relaxed the requirements on timescales for responding to new and existing complaints. During the national lockdown, our foremost priority is maintaining high-quality education for our students learning both remotely and on-site. For this reason, processing complaints may take longer than usual, although we will continue to maintain communication with parents and students as far as possible.

We humbly ask for your patience as we work to ensure that all of our students can learn effectively, and we will endeavour to address complaints and concerns as soon as we possibly can. If you are concerned that a child may be at risk, please contact us directly at 01429 261446 so that we can take the necessary actions, or contact the police at 101, if necessary. Alternatively, please visit the NSPCC helpline to report a concern https://www.nspcc.org.uk/keeping-children-safe/our-services/nspcc-helpline/. For more information about complaints, you can contact the DfE.

Our full Complaints Procedures Policy can be viewed on our website: https://htcs.org.uk/key-policies/

Updated: January 2021

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