



Covid 19 Childcare Offer Complaints Policy

We are committed to supporting the key workers helping to combat the spread of Covid-19 with our offer of childcare. The health and safety of all staff and pupils on and off site is the main priority and we are following the national guidance that states that where children can, they are safer staying at home.

We recognise that some parents/carers may feel their child should have been offered a place and we would ask any parent/carer who is not satisfied with the school's decision to firstly re read the letter setting out the criteria and if still dissatisfied follow the procedure below:

1. Contact Miss Emma Drew by emailing admin@overleighbstmarys.cheshire.sch.uk with full details of why you believe a place should be offered to your child. Miss Drew will review the information given and respond within 48 hours (working days only) with a decision.
2. If you are not satisfied with this decision there is a formal appeals procedure in place. Please email governor@overleighbstmarys.cheshire.sch.uk and a named member of the board will be asked to review the case. A final decision will be then be made and you will be notified of this within 72 hours (working days only).

The main theme throughout all of our decision-making processes will be based around the health & safety of your child, your family and other members of the school population.

The key message from central government is that children are safe in school but they are safer at home.