

Suggested Wording to questions on Ombudsman Complaint Form

The beginning of the form deals with personal details, and below are some suggestions for inclusion in the body of the form:

Question: Tell us what the service has or has not done and why you think it is wrong:

Answer: (Child's name) Access to education at (School's name) has been made conditional on the wearing of a face covering while (Child's name) is on the school premises. I/We are fully convinced that the wearing of a face covering is detrimental to (Child's name)'s health, physically, psychologically, and educationally. This measure has been implemented by the school without the benefit of any type of research into its long term consequences, and is therefore reckless.

OR in the case where a child is isolated from peers as a result of not wearing a face covering

Having established that it is not in (Child's name)s interest to wear a face covering at school, it is unreasonable that he/she should be isolated from peers because he/she cannot wear a mask. This measure is detrimental to (Child's name)'s health, physically, psychologically, and educationally. This measure has been implemented by the school without the benefit of any type of research into its long term consequences, and is therefore reckless.

Question: Has the action/inaction of the service affected thc child/children involved?

Answer: (Child's name) has been subjected to pressure to wear a face covering from a wide range of sources, such as peer pressure, teacher pressure, and social media pressure. As a parent and as a family, we believe wholeheartedly that it is not in (Child's name) to wear a face covering, and that the wearing of a face covering should be optional. The action of the school has placed my child in an impossible position whereby she/he must follow a rule to which the family objects, in order to 'conform', and in order to access education. The inaction of the school in not making all stakeholders aware of the risks involved with face coverings is having an adverse affect on my child. The inaction of the school in not insisting that the Dept. of Education provide a risk assessment as to the short and long term consequences of the rule is having an adverse affect on my child.

Or one may need to add:

(Child's name) has suffered from increased anxiety because he/she is caught between conforming to school rules and the reasoning behind the argument that face coverings should be optional.

(Child's name) is suffering from stress, unusual tiredness, lack of concentration, bouts of tearfulness, uncharacteristic anger, reduced interest in schoolwork, sore throat, daily discomfort, skin irritation, acne (insert what the child is experiencing).

Question: Tell us how the service dealt with your complaint. Please provide copies of any letters or emails you sent to the service and the response(s).

(Each case will be different, but the copy correspondence will tell the story)

Question: What results would you like to achieve for the child/children?

Answer: I would like the wearing of face coverings to be optional and that those who choose not to wear them will not feel in any way excluded, and will not be subject to any form of pressure from school authorities.

I would like that school authorities insist that Dept of Education provide a full risk assessment as to the outcomes of enforced face covering in secondary schools, from the point of view of educational advancement, social interaction, physical and mental health.

Question: Have you contacted any other service about your complaint (for example, a professional regulator or a tribunal) or have you taken any legal action?

(This answer depends on what else parents have done, and perhaps they may wish to include copy correspondence, they may just wish to answer 'yes' or 'no' and leave it at that, give a short explanation or use the list in Stage 5 to copy and note here.)