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**every child matters**  
a brighter future for Norfolk's young people



If you need this information in large print, audio, Braille, alternative format or in a different language, please contact the Customer Service Centre on 0844 800 8001 (minicom 0844 800 8011) and we will do our best to help.

## Weblinks and useful numbers

- **Norfolk County Council's Children's Services**  
Tel: 0844 800 8001  
[www.norfolk.gov.uk](http://www.norfolk.gov.uk)
- **Children's Services Race Equality Officer**  
Tel: 01603 727890
- **Kidscape Hotline**  
advice on bullying issues  
Tel: 08451 205 204  
[www.kidscape.org.uk](http://www.kidscape.org.uk)
- **Parentline Plus**  
free helpline offering support for parents  
Tel: 0808 800 2222  
[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)
- **Advisory Centre for Education (ACE) Ltd**  
Tel: 08080800 5793  
[www.ace-ed.org.uk](http://www.ace-ed.org.uk)
- **Parent Partnership**  
supporting parents/carers of special educational needs children  
Tel: 01603 704070  
[www.norfolkparentpartnership.org.uk](http://www.norfolkparentpartnership.org.uk)
- **Childline**  
free national helpline for children and young people  
Tel: 0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)
- **Norwich and Norfolk Racial Equality Council (NNREC)**  
Tel: 01603 611644
- **The Children's Legal Centre National Education Law and Advisory Unit**  
free education law advice  
Tel: 0845 456 6811  
[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)



Information  
for Parents ▶

I have something  
I would like to discuss  
with the school...



**Norfolk** County Council  
at your service

# Information for Parents

All schools in Norfolk want their pupils to be healthy, happy and safe, and do well.

Cooperation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere in the school.

## I have something I would like to discuss with the school...

### What should I do first?

1

Take time to read this leaflet. Remember that there is usually more than one view about a situation. Make sure that what you want to discuss is clear in your mind.

A good tip is to write down the main points so that you don't forget anything.

### What should I do next?

First consider asking to see the teacher or head of year to discuss the issue. They will usually be willing to offer an appointment as quickly as possible, which will give you both time to talk about it politely and calmly without being interrupted. Think about what you hope will happen as a result of your discussion and let the teacher or head of year know this.

## What should I do if I still feel unhappy about the issue?

if you are unhappy with the outcome of the discussions you can ask for an appointment to see the headteacher or, in larger schools, this could be a member of the leadership team, deputy headteacher or assistant headteacher. It is in everyone's interests, particularly those of your child or children, for issues to be sorted out smoothly. It will be best to end on a positive note with no bad feeling even if it is not possible for all your requests to be met.

2

If a solution is proving difficult the headteacher can speak to a governor who may be willing to offer some input to help resolve the issue, but there is no obligation for any governor to become involved at this time.

### Would some advice help?

If you are both finding it difficult to resolve the issue then the relevant Children's Services representative may be able to offer information or support. The person to contact will depend on the issue that is the focus of the discussions. This help and advice is designed to help resolve the issue. The headteacher or deputy headteacher should know who to ring, if not, you can ring the Customer Service Centre for information on 0844 800 8001 or e-mail: [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk).

## Most problems will have been sorted out by now

3

However, if the issue has not been resolved it can become a formal complaint. This is a serious step to take and it is important that you have thought things through carefully. If you wish to follow the process for making a complaint, you must ask the school for a copy of their complaints procedure and write a formal letter of complaint to the headteacher.

## What happens if I have a concern specifically about the Headteacher?

If you have a concern specifically about the headteacher (not the headteacher's decision) you should write to 'The Chair of Governors' at the school address, marking the envelope 'urgent, private and confidential', setting out your concern.

## What happens if my concern relates to admissions, the curriculum or special educational needs?

Some issues regarding these areas are covered by statutory regulations. The headteacher or deputy headteacher can give you information about these issues or you can ring the Customer Service Centre for information on 0844 800 8001 or e-mail: [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk).