

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

Make sure that what you want to discuss is clear in your mind. A good tip is to write down the main points.

Ask for an appointment to see the teacher or head of year to discuss things calmly. Let them know what you hope will happen as a result of your discussion.

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 a larger school, a deputy or assistant headteacher. It is in everyone's interests, particularly those of your child or children, for issues to be sorted out smoothly.

2

If you are finding it difficult to resolve the issue, then the relevant Children's Services representative may be able to offer information or support.

The headteacher or deputy/assistant 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.

Most problems will by now have been sorted out

However, if the issue has not been resolved it can become a formal complaint. If you wish to follow the process for making a complaint, you must ask the school for a copy of their complaints procedure.

3

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/assistant 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.

Weblinks and useful numbers

Norfolk County Council's Children's Services

Tel: 0844 800 8001
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

Parentline Plus

free helpline offering support for parents
Tel: 0808 800 2222
www.parentlineplus.org.uk

Advisory Centre for Education (ACE) Ltd

Tel: 08080800 5793
www.ace-ed.org.uk

Parent Partnership

supporting parents/carers of special educational needs children
Tel: 01603 704070
www.norfolkparentpartnership.org.uk

Childline

free national helpline for children and young people
Tel: 0800 1111
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



Norfolk County Council
at your service

Remember - when you are pleased with something the school has done - do let them know