

An anonymous summary complaints record and the actions taken is maintained in the school and in the nursery. This is available to parents and Ofsted inspectors to read on request.

Running alongside our school complaints procedure parents may approach Ofsted directly at any stage where the complaint is relating to the daycare setting- The number to call Ofsted with regard to a complaint is: 0300 123 1231

In addition where there seems to be a breach of the daycare registration requirements, Ofsted should be involved as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

If a child appears to be at risk, the school follows the procedures of the Local Safeguarding Children Board in Norfolk and the MASH team is contacted on 01603 307797, as well as informing Ofsted on 0300 123 1231 in the case of a complaint about the day care setting.

If you need this information in an alternative format please contact the school and we will do our best to help.

Weblinks and useful numbers

- **Norfolk County Council's Children's Services**
Tel: 0344 800 8020
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

Suffield Park Infant & Nursery



**I have something
I would like to discuss
with the
school/nursery...**

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/nursery...**

What should I do first?

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. It may be helpful 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 in the nursery your child's key worker or the nursery manager 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/daycare worker 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 head teacher or a member of the leadership team.

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. If a solution is proving difficult the

head teacher can speak to a governor who will try 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 head teacher should know who to ring, if not, you can ring the Customer Service Centre for information on 0344 800 8020 or e-mail: information@norfolk.gov.uk.

Most problems will have been sorted out by now.

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 head teacher. The Head teacher can speak to a governor who will try to offer some input to help resolve the issue, but there is no

obligation for any governor to become involved at this time.

What happens if I have a concern specifically about the Head teacher?

If you have a concern specifically about the Head teacher (not the head teacher'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 head teacher or deputy head teacher can give you information about these issues or you can ring the Customer Service Centre for information on 0344 800 8020 or e-mail: information@norfolk.gov.uk.

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