



Information for Parents

Crabtree Farm Primary School wants pupils to be healthy, happy and safe, and do well.

Co-operation 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...

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.

First consider asking to see the teacher or head of year to discuss the issue. They will 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. 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.

If you are both finding it difficult to resolve the issue then the relevant Local Authority 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 Governors' Team on 0115 8764589 or e-mail: rachael.harvey@nottinghamcity.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 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.

Weblinks and other useful contact details:

Nottingham City Council www.nottinghamcity.gov.uk

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 0808 800 0327 or at www.ace-ed.org.uk.
- Parent Partnership Tel: 0115 948 2888 or 01623 422223.
- Race Equality Council on 0115 958 6515
- Nottingham Black Families in Education on Tel: 0115 841 3896
- Childline free national helpline for children and young people Tel: 0800 1111
- www.childline.org.uk
- The Children's Legal Centre National Education Law and Advisory Unit

free education law advice Tel: 08088 020 008 www.childrenslegalcentre.com

