

Weblinks and other useful contact details:

- Nottingham City Council www.nottinghamcity.gov.uk
- Kidscape Hotline advice on bullying issues
Parent Advice Line Tel: 02078235430
- 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: 0300 0115 142 or at www.ace-ed.org.uk.
- Parent Partnership Tel: 0115 948 2888
- Nottingham & District Racial Equality Council
Tel: 0115 958 6515
- Black Families Education Support Group
Tel: 01225 787 924
- 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 www.childrenslegalcentre.com
- Free Education Law Advice. Family or Child Law
Tel: 0300 330 5480 www.childlawadvice.org.uk

Please note: Currently, due to Covid restrictions and the school risk assessment we will not be able to offer face-to-face meetings. Alternative arrangements will be put in place wherever possible.



Information for Parents if they need to Raise an Issue with the School

Glade Hill 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...

Please take time to read this leaflet.

It is in everyone's interest, particularly that of your child, for issues to be sorted out quickly and smoothly using the informal procedures outlined here.

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 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 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, in their absence, the assistant head teacher.

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 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 head teacher or assistant head teacher should know who to ring.

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 complaints procedure is available on the School Website (www.gladehill.nottingham.sch.uk) or a paper copy can be requested from the School Office.

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. Details of how to make complaints in these areas are available within the Complaints Procedure.