

Parent & School Partnership Charter

Aims

The BSN aims to work closely with its community of parents and guardians, creating an environment where parents feel engaged with the school and a partner in their child's education.

This charter aims to ensure consistent, two-way communication between the BSN and its parents/ guardians by setting clear guidelines on what they can expect from each other. It is also designed to help ensure a culture of respect among different community members.

What you can expect of staff/teaching staff at the BSN

Open, polite and respectful communication.

Respect for all, irrespective of ethnicity, culture, nationality, background, religion/belief, political views, disability, AEN status, gender, gender identity, and/or sexual orientation (LGBTQ+).

An initial response to parental questions/messages within 48 hours (during the working week and term time). This may then be followed up with more comprehensive information.

Regular reporting on a child's progress to ensure that parents are fully informed, as per the published reporting schedule.

Ability to book an appointment with a child's Class Teacher/Form Tutor or relevant Specialist Teacher to discuss your child's progress (on top of the regular parent-teacher consultations that are available).

Access to support and advice to enable parents to support their child's education.

A response (where appropriate, with suggested action) to parental feedback on where we need to improve and what we do well.

Decisive action with students who do not adhere to school rules and expectations.

Enabling an 'open door' policy/culture in which parents are welcome to attend events/volunteer, etc.

Timely contact from teaching staff regarding any concerns on student progress and follow-up two-way discussion with the parent/guardian.

Regular contact (this may also be informal) with parents on what their child is doing well (praise).

Introduction from your child's Teacher or Form Tutor when a child starts at the BSN or in a new year group.

To comply with the [BSN Staff Values](#) and [Staff Code of Conduct](#).

Ensuring contact details are included in notes home and communications so that parents and guardians know how to respond if they have any questions.

What we ask of parents/guardians of students at the BSN

Ensure open, polite and respectful communication.

Respect for all, irrespective of ethnicity, culture, nationality, background, religion/belief, political views, disability, AEN status, gender, gender identity, and/or sexual orientation (LGBTQ+).

Let us know your feedback on where we need to improve and what you think we do well.

Follow the school [Complaints Procedure](#) in case of a complaint.

We would appreciate it if any concerns could be shared with the relevant contacts at the school (as set out below) so that we can help and support rather than share them publicly on social media (where we are unable to respond).

Familiarise yourself with the information available on the school intranet ([Compass](#)) and the Welcome and Basics booklets.

Help your child and the school by informing yourself about the school start and end times, curriculum and school rules.

Do not be afraid to ask questions of our staff—they are there to help. If a staff member isn't available at that time (for example, due to teaching commitments), they will suggest another time. Please bear in mind that some staff members are also parents and may be at school in that capacity.

Feel welcome to participate in events and engage with other community members.

Respect fellow class parents when using community social media channels (e.g., Classlist, WhatsApp, Facebook). Remember that staff are often part of groups (as parents). Please refrain from referring to individual staff members or using the platform as a forum for official complaints (see the point above on the [Complaints Procedure](#)).

Information by role: what each member of campus staff does, and what you should expect from them:

Class/Subject Teacher

Teaches the student. In the Junior Schools the Class Teacher is the first point of contact and responsible for all teaching, with the exception of specialist classes. In the Senior Schools, the students will have specialist teachers for all of the subjects on their timetable. They will be the first point of contact if you have a concern about learning in their subject area.

Form Tutor

In Senior Schools this is the Teacher who has overall pastoral responsibility for the student. They will have two dedicated contact points during the day – at registration and Tutor Time. They are the first point of contact for students and parents/guardians with general concerns and updates.

Head of Year/Head of Key Stage

Will have an overview of the pastoral care of all of the students in a particular year group. They will support and be supported by the Form Tutors. They will also be in contact with support services in the school. You should contact your child's Form Tutor as a first point of call. Occasionally, some issues may be escalated to the Head of Year/Head of Key Stage.

Head of Department/Subject Lead

Has responsibility for the teaching within a subject area. They will be responsible for teaching schemes and quality assurance of the teaching of the subject. They will liaise with Class/Subject Teachers to support with any concerns about teaching and learning in their department. You should contact them when you wish to discuss teaching and learning within a subject.

Senior Leadership Team

Deputy Headteacher/s and Assistant Headteachers support the Headteacher and enact the school's mission and vision. As mentioned above, any issues should first go to your child's Class/ Form Tutor before being escalated to the Senior Leadership Team or Head.

Headteacher

Ultimate responsibility for the character and life of the campus, driving strategic development forward. Normally, the Headteacher is contacted if/when it is not possible to come up with a solution with the Class Teacher or Form Tutor.

CEO

The CEO chairs the Board of Management and is responsible for leading all four campuses and Central Services. The CEO reports to the [Board of Governors](#), who are, in turn, overseen by the Association. Parents can contact the CEO with general, cross-BSN feedback or questions. For any specific questions on a child's campus, their Class/Form Teacher should be the first point of contact. The office staff can help with administrative enquiries.

English as an Additional Language Specialist

English as an Additional Language, or EAL, Specialists provide support both within the mainstream classroom and in small group or one-to-one EAL classes for students who are developing their English in a school context. Families of students who receive EAL support will be in regular contact with them on their child's progress.

Learning Support Assistant

Learning Support Assistants, or LSAs, are in the classroom to support students with Additional Educational Needs. Families of students who work with an LSA will be in regular contact with them on their child's progress.

Office Staff

Will be able to direct parents to the correct person with whom to raise an issue/concern. The Office staff should be your contact point if your child is absent or running late.

Concierges

Concierges are responsible for the upkeep of the school building and grounds. You may be in contact with them regarding an operational issue like parking, for example, or access to the building.

Health Care Team

The Health Care Officers support the health needs of students on each campus. They will be in contact with parents if their child is unwell during the day, and parents can contact them for any queries or to discuss any concerns they have around your child's health or wellbeing.

Counsellor

School Counsellors support children's mental health and wellbeing needs. They provide the students with a safe and supportive place to talk through problems or worries in confidence and without judgment.

Parent Representatives

Some BSN campuses have Parental Reps, who are advocates for the parent community and can represent the views and concerns of parents in their child's class/year group to leadership on the campus. They can also provide feedback and communication from the school to parents and guardians in your child's year group/class.

Family Association

The Family Association (FA) is the BSN's parent, teacher and student organisation. All parents, members of staff and students automatically become members of the FA when they join the BSN. The FA is run by a committee of parent volunteers and staff members (the 'FA Board') from across the BSN's campuses. [The Board Members](#) who lead the FA's teams are elected annually during an Annual General Meeting (AGM) and meet regularly throughout the year.

The FA will be in touch when you join the school (through the Welcome Team) and organise events (at which everyone is welcome) throughout the school year. Details are available on the Compass parent page. The FA also runs its own groups on Classlist and shares regular updates via their newsletter.