



# Bishop Vesey's Grammar School

'Inspiration and Excellence'

Headteacher: Dominic Robson BA (Hons) NPQH

## **BVGS Parents' Charter 2016-17:**

Dear Parents and Guardians,

You are always welcome to contact the school to discuss the academic or pastoral progress of your son or daughter and we welcome such dialogue as your support is key to their progress. We place the needs of our students at the forefront of everything we do, and we would also ask that parents respect the needs of the staff at BVGS thus giving us every chance of responding to your queries as efficiently and effectively as we can. The following is a set of guidelines and expectations that we would like to be known as the BVGS Parents' Communications Charter.

### **BVGS Parents' Communications Charter**

1. If you need to speak to a member of staff please either call the school or send an email, but bear in mind that teachers are often in front of classes all day, and that they do not necessarily have easy access to a school telephone.
2. Before contacting the school, please make sure that you have as many of the necessary facts to hand. If you are concerned about an incident for example, make sure that you have talked it through carefully with your son or daughter and that you are clear about what is fact and what might be opinion.
3. If you send an email to a teacher directly, or if you leave a phone message please give us two working days to respond. In most cases we will be able to get back to you within this timescale, but please remember that if a member of staff works part-time then two "working" days may be longer. If a matter is urgent then we will most probably already have tried to contact you.

### **Who to contact:**

4. If the matter is related to one academic subject then we ask that you contact your child's teacher (of that subject). If they are not available then you may need to contact the Head of that academic Department.
5. If patterns are emerging across several different academic subjects (or if the matter is connected with events outside of lessons) then it would be appropriate to contact your child's Form Tutor. If they are not available then you may need to contact the Head of Year.



Lichfield Road, Sutton Coldfield, West Midlands B74 2NH  
Tel: 0121 250 5400 Fax: 0121 250 5420  
head@bishopveseys.bham.sch.uk  
www.bvgs.co.uk

