

## General Contact Information

### WHO to Contact

Use the information in the table below to make contact with the correct members of staff regarding day-to-day issues.

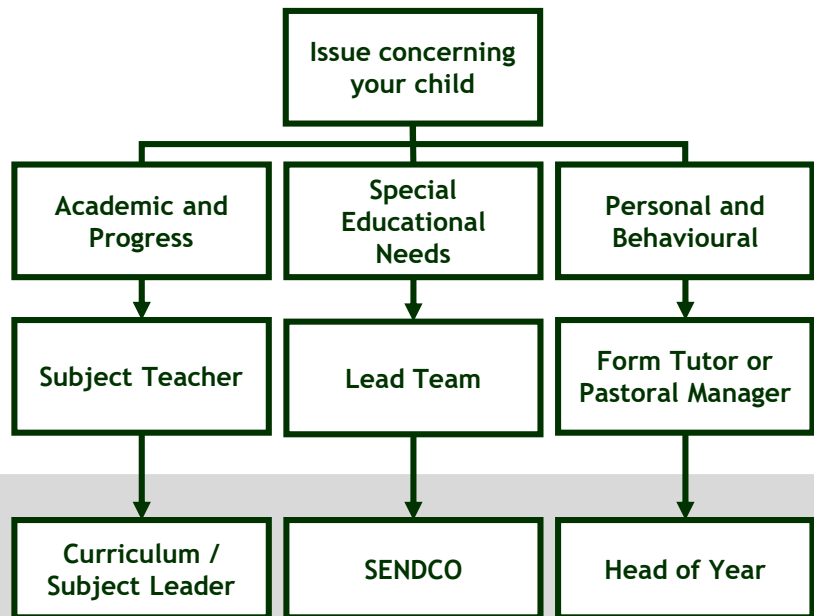
If you are unsure where to direct your enquiry please contact College Reception

Reception contact during College hours for general information, day-to-day issues or in an emergency	<a href="mailto:office@heathfieldcc.co.uk">office@heathfieldcc.co.uk</a>	Extension 1200
Transport enquiries	<a href="mailto:welfare@heathfieldcc.co.uk">welfare@heathfieldcc.co.uk</a>	Extension 1203
Attendance Office to report a student absence	<a href="mailto:attendance@heathfieldcc.co.uk">attendance@heathfieldcc.co.uk</a>	Extension 1201
Welfare Office for general medical needs	<a href="mailto:welfare@heathfieldcc.co.uk">welfare@heathfieldcc.co.uk</a>	Extension 1203
Special Educational Needs & Disability Coordinator (SENDCO)	<a href="mailto:cjohnson@heathfieldcc.co.uk">cjohnson@heathfieldcc.co.uk</a>	Extension 1225
Technical issues regarding ICT / iPads	<a href="mailto:itsupport@heathfieldcc.co.uk">itsupport@heathfieldcc.co.uk</a>	Extension 1215
Enquiries regarding iPad payments, School Gateway, Cashless Catering and payments for Trips	<a href="mailto:financeoffice@heathfieldcc.co.uk">financeoffice@heathfieldcc.co.uk</a>	Extension 1241/1245
Enquiries regarding Employer Engagement	<a href="mailto:jtaylor@heathfieldcc.co.uk">jtaylor@heathfieldcc.co.uk</a>	Extension 1290

## Raising a Concern

### WHO to Contact

The flowchart below highlights who to contact when raising an issue concerning your child.



In some cases, or if a satisfactory conclusion is not possible, the following escalation may be required.

### HOW to Contact

Contact should be either by email or phone call, depending on urgency, to the appropriate member of staff - see flow chart. We understand that issues regarding your child can be worrying and as a parent you want answers and resolutions quickly. However, it is important that any **communication to the College from home should be in a tone appropriate for a professional environment.**

### RECEIVING a Response from the College

The member of staff responding to an issue raised will do so as soon as possible. **Please note that it is not always possible for a member of staff to respond immediately either due to working commitments and/or a number of College staff are part-time.**

Once the email/phone call has been received, the member of staff will consider carefully who will be the most suitable person to deal with your concern. Therefore, the person responding may not be the original contact.

You should expect to receive an acknowledgement of your contact with the College in a timely manner. However if you do not receive a response within 2 working days then please email [office@heathfieldcc.co.uk](mailto:office@heathfieldcc.co.uk).

### OUTCOME of Concern Raised

The result of the issue raised will include clear outcomes. These will either be agreed verbally or in an email.

If the outcome has not been agreed, then the concern should be taken further by following the escalation shown in the flow chart opposite; if this still does not resolve the issue then the following link to the [complaints procedure](#) should be used.

## Senior Leadership Team

### Headteacher

Ms C Barlow  
[cbarlow@heathfieldcc.co.uk](mailto:cbarlow@heathfieldcc.co.uk)

### Deputy Headteachers

Mr B Howard  
[bhoward@heathfieldcc.co.uk](mailto:bhoward@heathfieldcc.co.uk)  
Mr T Flower  
[tflower@heathfieldcc.co.uk](mailto:tflower@heathfieldcc.co.uk)

### Assistant Headteachers

Mrs E Dupasquier (Maths)  
[edupasquier@heathfieldcc.co.uk](mailto:edupasquier@heathfieldcc.co.uk)  
Mr P Evason  
[pevason@heathfieldcc.co.uk](mailto:pevason@heathfieldcc.co.uk)  
Mr K Hatchard (English)  
[khatchard@heathfieldcc.co.uk](mailto:khatchard@heathfieldcc.co.uk)  
Mrs E Hawkley  
[ehawkley@heathfieldcc.co.uk](mailto:ehawkley@heathfieldcc.co.uk)  
Ms R Lynch  
[rlynch@heathfieldcc.co.uk](mailto:rlynch@heathfieldcc.co.uk)  
Mr M Pooley  
[mpooley@heathfieldcc.co.uk](mailto:mpooley@heathfieldcc.co.uk)

## Governors

### Chair of Governors

Mr R Karn  
[rkarn@heathfieldcc.co.uk](mailto:rkarn@heathfieldcc.co.uk)

## Year Teams

### Year 7

Mr C Treloar (Head of Year)  
[ctreloar@heathfieldcc.co.uk](mailto:ctreloar@heathfieldcc.co.uk)  
Mrs L Haffenden (Pastoral Manager)  
[lhaffenden@heathfieldcc.co.uk](mailto:lhaffenden@heathfieldcc.co.uk)

### Year 8

Mrs K Krouwel (Head of Year)  
[kkrouwel@heathfieldcc.co.uk](mailto:kkrouwel@heathfieldcc.co.uk)  
Ms T Cheal (Pastoral Manager)  
[tcheal@heathfieldcc.co.uk](mailto:tcheal@heathfieldcc.co.uk)

### Year 9

Miss K Clarke (Head of Year)  
[kclarke@heathfieldcc.co.uk](mailto:kclarke@heathfieldcc.co.uk)  
Mrs O Milliyard (Pastoral Manager)  
[omillyard@heathfieldcc.co.uk](mailto:omillyard@heathfieldcc.co.uk)

### Year 10

Mrs L Chapman (Head of Year)  
[lchapman@heathfieldcc.co.uk](mailto:lchapman@heathfieldcc.co.uk)  
Miss P Grant (Pastoral Manager)  
[pgrant@heathfieldcc.co.uk](mailto:pgrant@heathfieldcc.co.uk)

### Year 11

Mrs S Smith (Head of Year)  
[ssmith@heathfieldcc.co.uk](mailto:ssmith@heathfieldcc.co.uk)  
Mr D Crozier (Pastoral Manager)  
[dcrozier@heathfieldcc.co.uk](mailto:dcrozier@heathfieldcc.co.uk)

### Year 12 & Year 13

Ms S White (Head of Year)  
[swhite@heathfieldcc.co.uk](mailto:swhite@heathfieldcc.co.uk)  
Ms K Reed (Pastoral Manager)  
[kreed@heathfieldcc.co.uk](mailto:kreed@heathfieldcc.co.uk)  
Mrs A Hollyman (Administrator)  
[ahollyman@heathfieldcc.co.uk](mailto:ahollyman@heathfieldcc.co.uk)

## Curriculum Leaders

### Maths

Mrs E Dupasquier  
[edupasquier@heathfieldcc.co.uk](mailto:edupasquier@heathfieldcc.co.uk)

### English

Mr K Hatchard  
[khatchard@heathfieldcc.co.uk](mailto:khatchard@heathfieldcc.co.uk)

### Science

Mr C Gully  
[cgully@heathfieldcc.co.uk](mailto:cgully@heathfieldcc.co.uk)

### Art

Ms F Ireland  
[fireland@heathfieldcc.co.uk](mailto:fireland@heathfieldcc.co.uk)

### Business & Economics

Mr O Perkins  
[operkins@heathfieldcc.co.uk](mailto:operkins@heathfieldcc.co.uk)

### Computing

Mrs P Harrison  
[pharrison@heathfieldcc.co.uk](mailto:pharrison@heathfieldcc.co.uk)

### Design and Technology

Mrs S Connelley  
[sconnelley@heathfieldcc.co.uk](mailto:sconnelley@heathfieldcc.co.uk)  
Mrs C Kerr  
[ckerr@heathfieldcc.co.uk](mailto:ckerr@heathfieldcc.co.uk)

### Drama

Mrs N O'Connell  
[noconnell@heathfieldcc.co.uk](mailto:noconnell@heathfieldcc.co.uk)

### Geography

Mr M Enser  
[menser@heathfieldcc.co.uk](mailto:menser@heathfieldcc.co.uk)

### History

Miss E Smith  
[esmith@heathfieldcc.co.uk](mailto:esmith@heathfieldcc.co.uk)

### Media

Ms B Maguire  
[bmaguire@heathfieldcc.co.uk](mailto:bmaguire@heathfieldcc.co.uk)

### Modern Foreign Languages

Mrs K Ridgewell  
[kridgewell@heathfieldcc.co.uk](mailto:kridgewell@heathfieldcc.co.uk)

### Music

Ms K Evenden  
[kevenden@heathfieldcc.co.uk](mailto:kevenden@heathfieldcc.co.uk)

### PE

Mr D Moore  
[dmoore@heathfieldcc.co.uk](mailto:dmoore@heathfieldcc.co.uk)

### PSHEE & Careers Lead

Ms J Taylor  
[jtaylor@heathfieldcc.co.uk](mailto:jtaylor@heathfieldcc.co.uk)

### Social Sciences

Mrs L Turner  
[lturner@heathfieldcc.co.uk](mailto:lturner@heathfieldcc.co.uk)