

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.

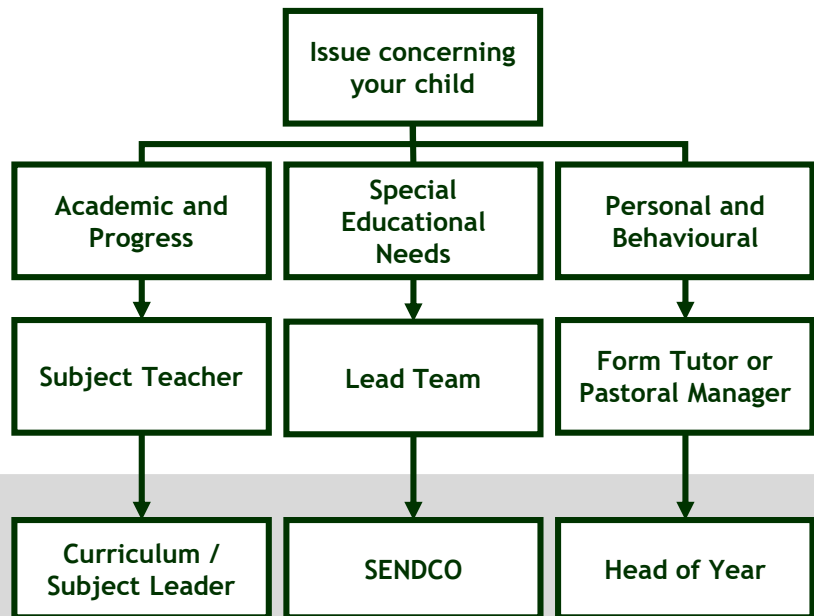
If you are unsure where to direct your enquiry please contact College Reception

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

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

Deputy Headteachers

Mr B Howard
bhoward@heathfieldcc.co.uk
Mr T Flower
tflower@heathfieldcc.co.uk

Assistant Headteachers

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

Governors

Chair of Governors

Mr R Karn
rkarn@heathfieldcc.co.uk

Year Teams

Year 7

Mr J Richardson (Head of Year)
jrichardson@heathfieldcc.co.uk
Miss P Grant (Pastoral Manager)
pgrant@heathfieldcc.co.uk

Year 8

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

Year 9

Mrs S Smith (Head of Year)
ssmith@heathfieldcc.co.uk
Mrs L Haffenden (Pastoral Manager)
lhaffenden@heathfieldcc.co.uk

Year 10

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

Year 11

Mrs J Adams (Head of Year)
jadams@heathfieldcc.co.uk
Mrs O Milliard (Pastoral Manager)
omilliard@heathfieldcc.co.uk

Year 12 & Year 13

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

Curriculum Leaders

Maths & Computing

Mrs E Dupasquier

edupasquier@heathfieldcc.co.uk

English

Mr K Hatchard

khatchard@heathfieldcc.co.uk

Science

Mrs E Hawkley

ehawkley@heathfieldcc.co.uk

Art

Ms F Ireland

fireland@heathfieldcc.co.uk

Business & Economics

Mr O Perkins

operkins@heathfieldcc.co.uk

Design and Technology

Mrs S Connelley

sconnelley@heathfieldcc.co.uk

Mrs C Kerr

ckerr@heathfieldcc.co.uk

Drama

Mrs N O'Connell

noconnell@heathfieldcc.co.uk

Geography

Mr M Enser

menser@heathfieldcc.co.uk

History

Miss E Smith

esmith@heathfieldcc.co.uk

Media

Ms B Maguire

bmaguire@heathfieldcc.co.uk

Modern Foreign Languages

Mrs K Ridgwell

kridgwell@heathfieldcc.co.uk

Music

Mr J Matthews

jmatthews@heathfieldcc.co.uk

PE

Mr D Moore

dmoore@heathfieldcc.co.uk

PSHEE & Careers Lead

Ms J Taylor

jtaylor@heathfieldcc.co.uk

Social Sciences

Mrs L Turner

lturner@heathfieldcc.co.uk