



# Who to Contact and How



## WHAT YOU CAN EXPECT FROM OUR STAFF:

Our staff actively encourage communication from parents and carers, as we continue to strive for the most reciprocal approach to support our students. Please understand that our staff are very busy through the day, so it is not always possible for them to take calls or respond immediately.

- Where possible they (or the most appropriate person) will respond within 48 hours, even if this is to acknowledge that a message has been received, before responding via phone or email with a more thorough response. However if you do not receive a response within 2 working days then please email [office@heathfieldcc.co.uk](mailto:office@heathfieldcc.co.uk)
- We will endeavour to hear your perspective and consider it fully when deciding how to respond to any circumstance, you can expect staff to ensure a range of perspectives are considered for any situation.
- We will always support with inclusive approaches (e.g. translations if necessary).
- 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.

## WHAT WE EXPECT OF PARENTS/CARERS:

Our staff are professionals who work incredibly hard for the benefit of our students, your children. We all have the same aim: to support students as effectively as possible. Please ensure that all interactions are conducted in a calm and reasonable manner;

- Staff should not have to engage in communication which is aggressive, angry or bullying in the course of their work.
- Governors therefore urge parents to reflect on the tone and language in all interactions so that we are able to strengthen the relationship between us rather than compromising it.
- We support staff in calmly ending a conversation or meeting if they feel uncomfortable, threatened or intimidated in any way. Should this be the case, it will be reported to Governors who may decide to take further action.
- We ask for an awareness that rarely does any one person have all the information, what you have heard or been told may not be the whole story and patience whilst any concern is explored is essential. Other perspectives exist and we have to ensure we explore all relevant information.
- Please ensure any additional needs are known and communicated.

## **OUTCOME OF CONCERN RAISED**

The result of any 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 below; if this still does not resolve the issue then the following link to the [complaints procedure](#) should be used.

## **USE OF SOCIAL MEDIA**

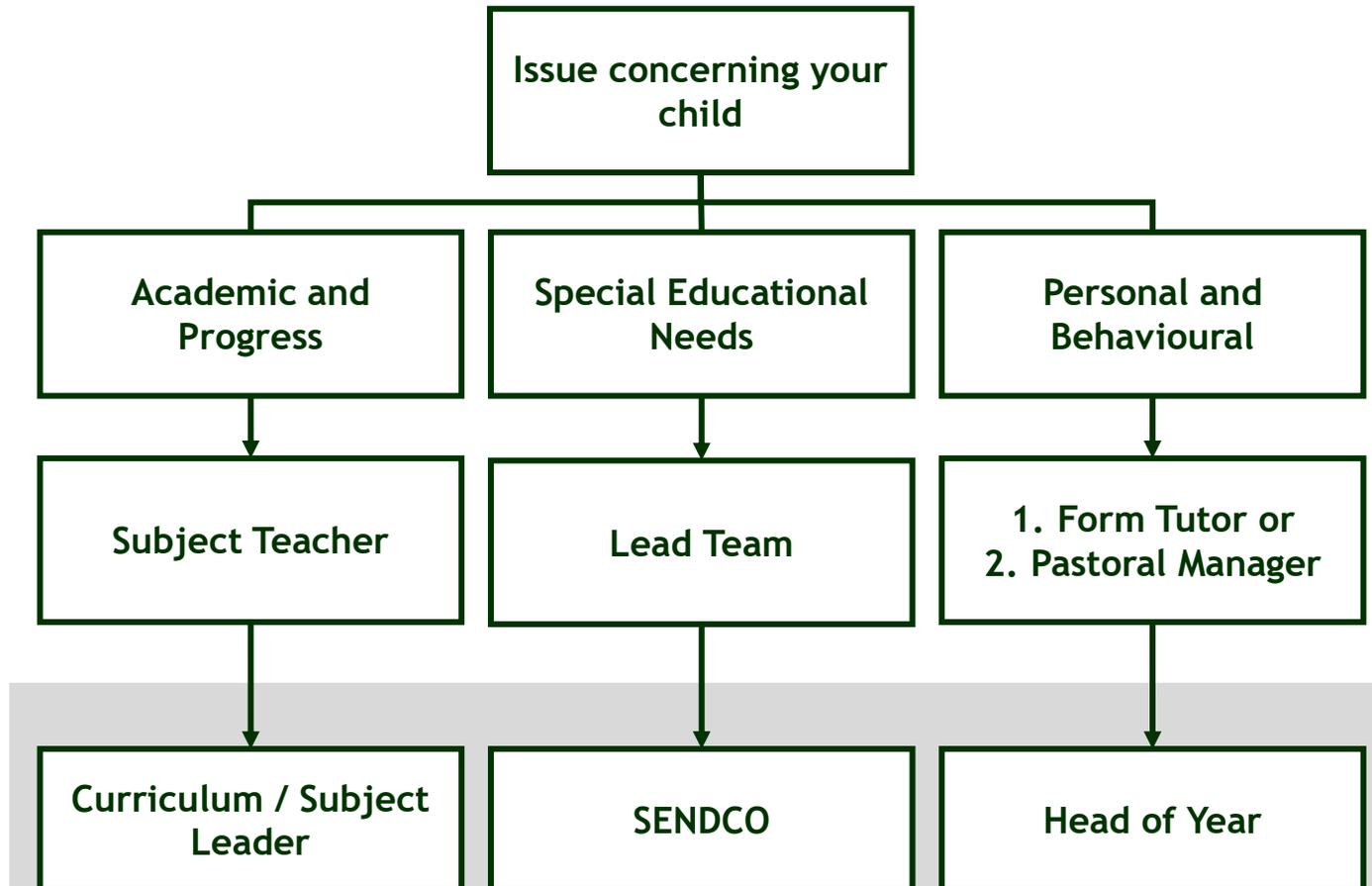
Heathfield Community College considers that the promotion and continuance of a positive, healthy and safe school community ethos depends upon all members of the school community contributing to and being responsible for maintaining this. The school therefore actively encourages any individual with a concern to raise it as soon as possible within the process described.

For the same reason, the Heathfield Community College strongly discourages the use of social media in this respect, and asks parents and carers and others of the school community not to post on social media any issues which should more appropriately be dealt with within the school processes for concerns and complaints.

## **UNREASONABLE OR PERSISTENT COMPLAINTS**

These are defined by and managed under the guidance found within the complaints policy and procedure. The College reserves the right to act in accordance with this guidance as necessary.

**The aim is that all concerns are raised early, managed fairly and transparently and received in a collaborative spirit. The College will treat concerns raised seriously and aim to be as prompt and transparent as possible in resolving issues. All contact details on the following pages are given openly in trust that they will be used in the manner and spirit detailed above.**



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

## 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:eburgess@heathfieldcc.co.uk">eburgess@heathfieldcc.co.uk</a>	Extension 1277
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
Safeguarding	<a href="mailto:dsl@heathfieldcc.co.uk">dsl@heathfieldcc.co.uk</a>	Extension 1291

## 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)  
Ms R Lynch  
[rlynch@heathfieldcc.co.uk](mailto:rlynch@heathfieldcc.co.uk)  
Mr B Pollard  
[bpollard@heathfieldcc.co.uk](mailto:bpollard@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

Mrs A Woodland (Head of Year)  
[awoodland@heathfieldcc.co.uk](mailto:awoodland@heathfieldcc.co.uk)  
Mrs S Males (Pastoral Manager)  
[smales@heathfieldcc.co.uk](mailto:smales@heathfieldcc.co.uk)

### Year 8

Mrs K Krouwel (Head of Year)  
[kkrouwel@heathfieldcc.co.uk](mailto:kkrouwel@heathfieldcc.co.uk)  
Mrs L Waghorn (Pastoral Manager)  
[lwaghorn@heathfieldcc.co.uk](mailto:lwaghorn@heathfieldcc.co.uk)

### Year 9

Mrs J Adams (Head of Year)  
[jadams@heathfieldcc.co.uk](mailto:jadams@heathfieldcc.co.uk)  
Mrs Y Collinge (Pastoral Manager)  
[ycollinge@heathfieldcc.co.uk](mailto:ycollinge@heathfieldcc.co.uk)

### Year 10

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

### Year 11

Mr L Holden (Head of Year)  
[lholden@heathfieldcc.co.uk](mailto:lholden@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 E Goodhew (Pastoral Manager)  
[egoodhew@heathfieldcc.co.uk](mailto:egoodhew@heathfieldcc.co.uk)

Mrs S Jackson (Administrator)  
[sjackson@heathfieldcc.co.uk](mailto:sjackson@heathfieldcc.co.uk)

## Curriculum Leaders

### Art & Photography

Mrs F Strachan

[fstrachan@heathfieldcc.co.uk](mailto:fstrachan@heathfieldcc.co.uk)

### Business & Economics

Mr O Perkins

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

### Computing

Miss L Walter

[lwalter@heathfieldcc.co.uk](mailto:lwalter@heathfieldcc.co.uk)

### Design and Technology

Mrs S Connelley

[sconnelley@heathfieldcc.co.uk](mailto:sconnelley@heathfieldcc.co.uk)

### Drama

Mrs N O'Connell

[noconnell@heathfieldcc.co.uk](mailto:noconnell@heathfieldcc.co.uk)

### English

Mr K Hatchard

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

### Food & Nutrition

Mrs R Mattheews

[rmattheews@heathfieldcc.co.uk](mailto:rmattheews@heathfieldcc.co.uk)

### French

Mrs M Fox

[mfox@heathfieldcc.co.uk](mailto:mfox@heathfieldcc.co.uk)

### Geography

Mr J Fielding

[jfielding@heathfieldcc.co.uk](mailto:jfielding@heathfieldcc.co.uk)

### History

Miss E Smith

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

### Maths

Mrs E Dupasquier

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

### Media

Ms B Maguire

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

### P.R.E.

Miss E Kaye

[ekaye@heathfieldcc.co.uk](mailto:ekaye@heathfieldcc.co.uk)

### Spanish

Mrs K Ridgwell

[kridgwell@heathfieldcc.co.uk](mailto:kridgwell@heathfieldcc.co.uk)

### Music

Mr J Matthews

[jmatthews@heathfieldcc.co.uk](mailto:jmatthews@heathfieldcc.co.uk)

### P.E.

Mr N Thomas

[nthomas@heathfieldcc.co.uk](mailto:nthomas@heathfieldcc.co.uk)

### PSHEE & Careers Lead

Ms J Taylor

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

### Science

Miss J Gillespie

[jgillespie@heathfieldcc.co.uk](mailto:jgillespie@heathfieldcc.co.uk)

### Social Sciences

Mrs L Turner

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