



## Heathermount School Home School Communication – Key contact information

### Day to Day Communication

It is envisaged that the vast majority of day-to-day communication will be with the staff member that is working most closely with your child.

1. In the first instance this will be via you child's tutor (secondary) or class teacher (primary). Tutor's / Class teachers manage the vast majority of issues and will work with you to ensure effective daily/weekly communication. **The expectation will be for your child's tutor to make contact at least once a week either via phone or email.**
2. If the matter is more of a concern or you do not feel an issue has been resolved, you should contact your child's appropriate Assistant Headteacher. A list of tutors and Senior Leadership Team with contact email addresses is provided below.
3. If you have an issue in a particular subject then you should contact the specific subject teacher concerned who will be happy to assist.
4. The Deputy and Assistant Head team have overall responsibility for all matters concerning your child and if a matter remains unresolved then you should direct your communication to the relevant Deputy / Assistant Head as shown below. These are members of the Senior Leadership Team and will work with staff, students, and yourself to ensure matters are resolved.

### Primary

#### Primary Lead – Assistant Headteacher

Nicole Durrans			<a href="mailto:Nicole.Durrans@heathermount.co.uk">Nicole.Durrans@heathermount.co.uk</a>		
<b>Maple</b>	Nicole Durrans	<a href="mailto:Nicole.Durrans@heathermount.co.uk">Nicole.Durrans@heathermount.co.uk</a>	<b>Elm</b>	Abi Huxtable	<a href="mailto:Abigail.Huxtable@heathermount.co.uk">Abigail.Huxtable@heathermount.co.uk</a>
	Kirsty Jones	<a href="mailto:Kirsty.jones@heathermount.co.uk">Kirsty.jones@heathermount.co.uk</a>	<b>Oak</b>	Claudette O'Brien	<a href="mailto:Claudette.O'Brien@heathermount.co.uk">Claudette.O'Brien@heathermount.co.uk</a>
<b>Ash</b>	Leah Beeden	<a href="mailto:Leah.Beeden@heathermount.co.uk">Leah.Beeden@heathermount.co.uk</a>	<b>Pine</b>	Chris Hornby	<a href="mailto:Christopher.Hornby@heathermount.co.uk">Christopher.Hornby@heathermount.co.uk</a>
<b>Willow</b>	Hannah Fletcher	<a href="mailto:Hannah.Fletcher@heathermount.co.uk">Hannah.Fletcher@heathermount.co.uk</a>	<b>Beech</b>	Peter Fodor	<a href="mailto:Peter.Fodor@heathermount.co.uk">Peter.Fodor@heathermount.co.uk</a>

### Secondary

#### Secondary Lead – Assistant Headteacher

Harriet Agbenowu				<a href="mailto:Harriet.agbenowu@heathermount.co.uk">Harriet.agbenowu@heathermount.co.uk</a>			
Subject	Name	Tutor	Email	Subject	Name	Tutor	Email
English	Craig Drummond		<a href="mailto:Craig.drummond@heathermount.co.uk">Craig.drummond@heathermount.co.uk</a>	ICT	Niru Mayer		<a href="mailto:Niru.Mayer@Heathermount.co.uk">Niru.Mayer@Heathermount.co.uk</a>
Maths	Jean Clarke	<b>Neptune</b>	<a href="mailto:Jean.Clarke@heathermount.co.uk">Jean.Clarke@heathermount.co.uk</a>	Business Admin	Beverly Wijesekera		<a href="mailto:Beverly.Wijesekera@heathermount.co.uk">Beverly.Wijesekera@heathermount.co.uk</a>
Science	Harriet Agbenowu		<a href="mailto:Harriet.agbenowu@heathermount.co.uk">Harriet.agbenowu@heathermount.co.uk</a>	Catering	Caroline Randall	<b>Mercury</b>	<a href="mailto:Caroline.Randall@heathermount.co.uk">Caroline.Randall@heathermount.co.uk</a>
Humanities	Bart Gawlik	<b>Mars</b>	<a href="mailto:Bart.Gawlik@heathermount.co.uk">Bart.Gawlik@heathermount.co.uk</a>	Horticulture	Danielle Gordon	<b>Jupiter</b>	<a href="mailto:Dani.Gordon@heathermount.co.uk">Dani.Gordon@heathermount.co.uk</a>
PE	Matt Webb	<b>Neptune</b>	<a href="mailto:Matt.webb@heathermount.co.uk">Matt.webb@heathermount.co.uk</a>	Art	John Haynes		<a href="mailto:John.haynes@heathermount.co.uk">John.haynes@heathermount.co.uk</a>
PSHE	Max Hampton	<b>Venus</b>	<a href="mailto:Max.Hampton@heathermount.co.uk">Max.Hampton@heathermount.co.uk</a>	Drama	Michael Manley	<b>Saturn</b>	<a href="mailto:Michael.Manley@heathermount.co.uk">Michael.Manley@heathermount.co.uk</a>
Employability	Beverly Wijesekera		<a href="mailto:Beverly.Wijesekera@heathermount.co.uk">Beverly.Wijesekera@heathermount.co.uk</a>	Music	Heather Baldwin		<a href="mailto:Heather.Baldwin@heathermount.co.uk">Heather.Baldwin@heathermount.co.uk</a>
ASDAN	Raf Kaminski	<b>Earth</b>	<a href="mailto:Rafal.Kaminski@heathermount.co.uk">Rafal.Kaminski@heathermount.co.uk</a>				

### Family Partnership Officer

The Family Partnership Officer is responsible for Home / School communication. If you are unsure who to contact, if you want to simply discuss a matter that is concerning you or if you wish to meet with someone to discuss any school related matter then you should contact the school Family Partnership Officer who will be more than happy to discuss matters with you or will forward your communication to the staff member best placed to deal effectively with it.

Safeguarding: The school Designated Safeguarding Lead is also Julie Swann. If you wish to raise a safeguarding concern, please follow our safeguarding policy and local school procedure which are available on the school website or upon request at reception.

The School Family Partnership Officer is Julie Swann

Julie Swann can be contacted by

Telephone: 01344 875101

Email: [julie.swann@heathermount.co.uk](mailto:julie.swann@heathermount.co.uk)

Compliments, concerns, or complaints

If you wish to email the school to pass on a compliment, concern or complaint you should send this to: Email: [admin@heathermount.co.uk](mailto:admin@heathermount.co.uk)

In the event that an issue remains unresolved, and you wish to discuss this further you should contact the Deputy Head: Craig Drummond by telephone on 01344 875101 or by email:

[Craig.Drummond@heathermount.co.uk](mailto:Craig.Drummond@heathermount.co.uk)

If you wish to discuss the Therapy provision for your child or have any questions regarding the Therapy provision at Heathermount School, please contact our Senior Therapy Lead, Priya Pillay at

[Priya.Pillay@heathermount.co.uk](mailto:Priya.Pillay@heathermount.co.uk)

In the event that staff have not been able to resolve an issue you should contact the Headteacher: Mr Stewart by telephone on 01344 875101 or by email: [David.Stewart@heathermount.co.uk](mailto:David.Stewart@heathermount.co.uk) If you wish to raise a concern regarding a member of staff please follow the school complaints policy which is available on the school website or upon request at reception.

## How We Communicate

### Formal Face to Face Meeting

- Arranged in advance by appointment
- Dealing with the most serious matters & action planning
- Urgent information sharing

### Telephone

- Urgent communication
- Sharing information about incidents & accidents Informaing or explaining about illness, absence or lateness

### Letters & Email

- Non-urgent communication, individual information and follow up actions
- Wider school information sharing

### Informal face to face chats and social events

- Sharing non-urgent information
- Providing adhoc support/advice
- Sharing experiences / relationship building

### Weekly Headteacher Updates / Newsletter

- School updates / sharing information & news
- Celebrating achievements & awards

### Parent Forums

- Pre-planned open invite forums with the aim to inform, support gather feedback from parents
- Centered on specific aim or topic with agenda

### Website

- School life, general updates & upcoming events
- Links to outside services
- Term date

### Respecting our Staff

Our staff want to provide you with the best possible service and they have the right to work in a safe environment free from threatening or aggressive behaviour or communications.

Abusive or aggressive behaviour towards our staff is not acceptable and is not tolerated. This includes:

Verbal abuse including name calling, bullying, shouting or swearing

Threatening or aggressive behaviour or communication

Harassment on Social Media

Assault or threat of harm

Threat to harm themselves, property or others

Racial, sexual or homophobic abuse

**Staff have the right to a healthy work life balance. Staff are not expected to communicate with parents outside of typical working hours (08:30 – 4:30). Any communication with staff should occur during that time. Parents should avoid sending emails to staff at weekends/school holidays unless absolutely necessary.**

**There is no expectation that staff will reply to out-of-work emails before they start the next working day.**