



Home school communication September 2025

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 your 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

Lily Claridge			lily.claridge@heathermount.co.uk		
Apple	Lily Claridge Cara Bagley	lily.claridge@heathermount.co.uk cara.bagley@heathermount.co.uk	Elm	Abby Huxtable	abby.huxtable@heathermount.co.uk
Cherry	Nicki Sutherland-Moore	nicki.sutherland-moore@heathermount.co.uk	Beech	Peter Fodor	peter.fodor@heathermount.co.uk
Willow	Melissa Green (Hannah Fletcher)	melissa.green@heathermount.co.uk hannah.fletcher@heathermount.co.uk (mat leave)	Oak	Claudette O'Brien	claudette.obrien@heathermount.co.uk
Pine	Liliana Pacitti	liliana.pacitti@heathermount.co.uk			

Secondary							
Secondary Lead – Assistant Headteacher							
Jax Snipp				jax.snipp@heathermount.co.uk			
Subject	Name	Tutor	Email	Subject	Name	Tutor	Email
English	Laura Sharp	Mars	laura.sharp@heathermount.co.uk	ICT	Niru Mayer	Saturn	niru.mayer@heathermount.co.uk
Maths	Jean Clarke	Pluto	jean.clarke@heathermount.co.uk	Business Admin	Beverly Wijsekera	Jupiter	beverly.wijsekera@heathermount.co.uk
Science	Rebecca Horton	Mars	Rebecca.horton@heathermount.co.uk	Catering	Caroline Randall	Jupiter	caroline.randall@heathermount.co.uk
Humanities	Bart Gawlik	Mars	bart.gawlik@heathermount.co.uk	Horticulture	Dani Gordon	Neptune	dani.gordon@heathermount.co.uk
PE	Matt Webb	Neptune	matt.webb@heathermount.co.uk	Art	Megan Paton	Mercury	megan.paton@hathermount.co.uk
PSHE	Ros Gilbert	Pluto	rosalind.gilbert@heathermount.co.uk	Drama	Jessica Ramsey	Saturn	jessica.ramsey@heathermount.co.uk
Enterprise	Beverly Wijsekera	Jupiter	beverly.wijsekera@heathermount.co.uk	Music	Heather Baldwin		heather.baldwin@heathermount.co.uk
ASDAN	Raf Kaminsky/Zoe Humphrey	Earth	rafal.kaminski@heathermount.co.uk zoe.humphrey@heathermount.co.uk				

Family Pastoral Lead	
<p>The Family Pastoral Lead is responsible for Home and School communicating collaboratively. 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 Pastoral Lead 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.</p> <p>Safeguarding: The School Designated Safeguarding Lead is also Julie Swann. If you wish to raise a safeguarding concern, please contact her on the number below:</p>	
<p>School Family Pastoral Lead and Designated Safeguarding Lead</p>	<p>Julie Swann can be contacted by Telephone: 01344 875101 / 07764 861 727 Email: julie.swann@heathermount.co.uk</p>

Compliments	If you wish to email the school to pass on a compliment you should send this to: Email: admin@heathermount.co.uk
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In the event that an issue remains unresolved and you wish to discuss this further you should contact the Deputy Head: Carys Windle by telephone on 01344 875101 or by email: carys.windle@heathermount.co.uk
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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
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In the event that staff have not been able to resolve an issue, or if you have a concern or complaint you should contact the Headteacher: Craig Drummond by telephone on 01344 875101 or by email: craig.drummond@heathermount.co.uk . A copy of the school complaints policy 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.