HEATHERMOUNT SCHOOL

Home school communication October 2026
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		
Cherry	Nicki Sutherland-Moore	nicki.sutherland-moore@heathermount.co.uk	Elm	Abby Huxtable	abby.huxtable@heathermount.co.uk
Apple	Cara Bagley	cara.bagley@heathermount.co.uk	Beech	Peter Fodor	peter.fodor@heathermount.co.uk
Willow	Hannah Fletcher Emma Pope	hannah.fletcher@heathermount.co.uk emma.pope@heathermount.co.uk	Oak	Claudette O'Brien	claudette.obrien@heathermount.co.uk
Pine	Melissa Green	melissa.green@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	Mercury	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 Wijesekera	Jupiter	beverly.wijesekera@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	Venus	jessica.ramsey@heathermount.co.uk
Enterprise	Beverly Wijesekera	Jupiter	beverly.wijesekera@heathermount.co.uk	Music	Heather Baldwin	Venus	heather.baldwin@heathermount.co.uk
ASDAN	Raf Kaminsky/Zoe Humphrey	Earth	rafal.kaminski@heathermount.co.uk zoe.humphrey@heathermount.co.uk				

Family Pastoral Lead		
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. 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:		
School Family Pastoral Lead and Designated Safeguarding Lead		Julie Swann can be contacted by Telephone: 01344 875101 / 07764 861 727 Email: julie.swann@heathermount.co.uk

Compliments	If you wish to email the school to pass on a compliment you should send this to: Email: 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: Carys Windle by telephone on 01344 875101 or by email: carys.windle@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

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



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.