

Communication Flowchart (March - July 2025)

What's the aim?

To strengthen links between home and school by ensuring clarity and consistency of messaging and communication. To ensure that parents / carers know where to direct their query and how to escalate it if necessary.

I have a **general, non-urgent** enquiry

Please contact Reception via 01332 880260 or enquiries@jfcs.org.uk
Our Reception is open
8am – 4pm (Monday-Thursday)
8am – 3.30pm (Friday)

Reception staff may ask you questions so that they know where best to direct your query.

Reception will either answer your query directly or forward

If you feel your enquiry requires further discussion:

Contact your child's **Head of Year** / the appropriate **Head of Department (see reverse)** who will aim to respond to you within 2 working days

If you are not satisfied that your query is fully answered, please contact the relevant member of the **Senior Leadership Team** (see reverse)

I have a **specific** enquiry

For enquiries relating to:

Student Support Services (including Uniform and ClassCharts logins)
Miss Campbell / Ms Williamson
studentservices@jfcs.org.uk

Attendance - Mrs Harrison
harrisons@jfcs.org.uk

Data (including GDPR) / Reports / Parents Evenings
Mrs Doohan
doohank@jfcs.org.uk

Educational Visits / ParentPay
Mrs Gordon
gordonl@jfcs.org.uk

SEND - Mrs Furniss
furniss@jfcs.org.uk

Transport / Buses
Mrs Reeve
reevel@jfcs.org.uk

A specific subject
Head of Department (see reverse)

I have a **concern / complaint**

Raise a **concern** with:

- your child's tutor or HOY (if a **pastoral** matter)
- your child's subject teacher or HOD (if an **academic** matter)

We will aim to respond within 2 working days.

Stage 1:

If you are not satisfied with the action taken or apparent lack of action, submit a **complaint** as per the [Complaints Policy](#)

Stage 2:

If you are unhappy with the outcome of the first stage, you can request a review as per the [Complaints Policy](#)

Where a matter is of such urgency that it requires **an immediate response** (such as safeguarding / child protection or a family emergency), please contact us by telephone on **01332 880260** or jfsafeguarding@jfcs.org.uk and it will be passed to the Safeguarding team / most appropriate member of staff.

If you have any immediate concerns for the safety of a child when school is not in session, please contact Derbyshire County Council Social Services on 01629 533190.

Heads of Year:

Y6 Transitions	transitions@jfcs.org.uk
Y7 - Miss Faulding	year7queries@jfcs.org.uk
Y8 - Miss Geoghegan	year8queries@jfcs.org.uk
Y9 - Ms Best	year9queries@jfcs.org.uk
Y10 - Miss Grace	year10queries@jfcs.org.uk
Y11 - Ms Martinsmith	year11queries@jfcs.org.uk

Senior Leadership Team:

Please direct enquiries for SLT to Mrs Hampton: hamptonj@jfcs.org.uk

Operational / staff concerns – Mrs Hilton

Curriculum, Data, Exams and Assessment; Educational Visits – Mrs Stockley

Behaviour - Mr Penman

Teaching and Learning; Pupil Premium; Personal Development – Mrs Teal-Hardy

Safeguarding and Wellbeing – Mrs Barlow

Extra-curricular – Mr Hampton

Complaints will be passed directly to Mrs Hilton (Head of School) at Stage 1 and then Mrs Frost-Briggs (Executive Headteacher) at Stage 2.

Heads of Department:

English	Mr Church churchn@jfcs.org.uk
Mathematics	Mr Krbacevic krbacevicn@jfcs.org.uk
Science	Mr Neale nealet@jfcs.org.uk
Business	Mrs Hayward haywardn@jfcs.org.uk
Computing (Acting Head)	Mrs Lawrence lawrencek@jfcs.org.uk
Creative Arts	Mrs Castledine castledinea@jfcs.org.uk
Health and Social Care	Mr Redfern redfernb@jfcs.org.uk
Humanities	Mr Wood wooda@jfcs.org.uk
Modern Foreign Languages	Mrs Turner turners@jfcs.org.uk
Personal Development	Mrs Hellend-Carr hellendc@jfcs.org.uk
Physical Education	Mr Porter porterl@jfcs.org.uk
Technology	Mr Marriott marriottd@jfcs.org.uk

Respectful Communication

Please note that staff might not respond to communications outside of school hours or their working hours (if they work part-time) or during school holidays.

We have a zero-tolerance approach to abusive language or other unreasonable behaviour towards our staff (e.g. unreasonable persistence, constant contact or refusal to accept explanations of decisions).