

## Communication Flowchart (September 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](mailto: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 it to the relevant member of staff (eg form tutor)

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](mailto:studentservices@jfcs.org.uk)

**Attendance** - Mrs Harrison  
[harrisons@jfcs.org.uk](mailto:harrisons@jfcs.org.uk)

**SEND** - Mrs Furniss  
[furniss@jfcs.org.uk](mailto:furniss@jfcs.org.uk)

**Data (including GDPR) / Reports / Parents Evenings**  
Mrs Doohan  
[doohank@jfcs.org.uk](mailto:doohank@jfcs.org.uk)

**Educational Visits / ParentPay**  
Mrs Gordon  
[gordonl@jfcs.org.uk](mailto:gordonl@jfcs.org.uk)

**Transport / Buses**  
Mrs Reeve  
[reevel@jfcs.org.uk](mailto: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](mailto: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	<a href="mailto:transitions@ifcs.org.uk">transitions@ifcs.org.uk</a>
Y7 - Miss Faulding	<a href="mailto:year7queries@ifcs.org.uk">year7queries@ifcs.org.uk</a>
Y8 – Mrs Jubb	<a href="mailto:year8queries@ifcs.org.uk">year8queries@ifcs.org.uk</a>
Y9 – Miss Geoghegan	<a href="mailto:year9queries@ifcs.org.uk">year9queries@ifcs.org.uk</a>
Y10 – Ms Best	<a href="mailto:year10queries@ifcs.org.uk">year10queries@ifcs.org.uk</a>
Y11 – Mrs Jackson	<a href="mailto:year11queries@ifcs.org.uk">year11queries@ifcs.org.uk</a>

### Senior Leadership Team:

Please direct enquiries for SLT to Mrs Hampton: [hamptonj@ifcs.org.uk](mailto:hamptonj@ifcs.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 <a href="mailto:churchn@ifcs.org.uk">churchn@ifcs.org.uk</a>
Mathematics	Mr Krbacevic <a href="mailto:krbacevicn@ifcs.org.uk">krbacevicn@ifcs.org.uk</a>
Science	Mr Neale <a href="mailto:nealet@ifcs.org.uk">nealet@ifcs.org.uk</a>
Business	Mrs Stockley <a href="mailto:stockleyt@ifcs.org.uk">stockleyt@ifcs.org.uk</a>
Computing	Mrs Lawrence <a href="mailto:lawrencek@ifcs.org.uk">lawrencek@ifcs.org.uk</a>
Creative Arts	Mrs Castledine <a href="mailto:castledinea@ifcs.org.uk">castledinea@ifcs.org.uk</a>
Health and Social Care	Mr Redfern <a href="mailto:redfernb@ifcs.org.uk">redfernb@ifcs.org.uk</a>
Humanities	Mr Wood <a href="mailto:wooda@ifcs.org.uk">wooda@ifcs.org.uk</a>
Modern Foreign Languages	Mrs Turner <a href="mailto:turners@ifcs.org.uk">turners@ifcs.org.uk</a>
Personal Development	Mrs Hellend-Carr <a href="mailto:hellendc@ifcs.org.uk">hellendc@ifcs.org.uk</a>
Physical Education	Mr Porter <a href="mailto:porterl@ifcs.org.uk">porterl@ifcs.org.uk</a>
Technology	Mr Marriott <a href="mailto:marriottd@ifcs.org.uk">marriottd@ifcs.org.uk</a>

### 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).