



Mrs Maddie Arnold-Jones  
Headteacher

September 2025

Dear Ifield Families,

In order to make sure that we utilise our staff and resources in the most effective way, we would like to share the following communication process when speaking to a member of staff about your child.

**Step 1:**

In the first instance, please liaise with your child's Class Teacher. This can be via your child's home/school journal, by calling the School Office who will take a message for you, or by emailing [office@ifield.kent.sch.uk](mailto:office@ifield.kent.sch.uk). The Class Teacher will then contact you either at the end of the school day or at a mutually convenient time. If the matter is urgent, you will be contacted without delay. Any safeguarding concerns will always be dealt with immediately.



**Step 2:** If you feel the matter has not been resolved following a conversation with the Class Teacher, please speak to the following leaders, who are as follows:

Carolyn Welham, Key Stage 1 Lead

Laura Botelho, Key Stage 2 Lead

Victoria Butler, Key Stage 3 Lead

Jayne Field, Key Stage 4 Lead

Alan Buchanan, Key Stage 5 Lead

Cedar\*, Ash, Beech and Rowan

Chestnut, Oak, Hazel, Cherry\*, Maple and Sycamore

Kingfisher, Heron, Woodpecker, Sparrow, Robin, Wren\* and Magpie

Dove, Swan and Owl

Amethyst\*, Sapphire, Emerald and Diamond

Please call the School Office on 01474 365485 or for Sixth Form 01474 555799, or email [office@ifield.kent.sch.uk](mailto:office@ifield.kent.sch.uk) to request a telephone call or meeting.

\*Please note if your child's Class Teacher is a Key Stage Lead listed above, please follow Step 3.



**Step 3:**

If you feel the matter has not been resolved following Step 2, you may speak with an Assistant Headteacher by appointment – Emily Baker (Primary) Serina Lindsay (Secondary) or Sam Hargood (Sixth Form)

All appointments with Leadership Team members can be made via the School Office.



**Step 4:**

If you feel the matter has not been resolved following Step 3, Susan High, Deputy Headteacher, can be available via appointment at a mutually convenient time, by contacting the School Office.



**Step 5:**

If you feel the matter has not been resolved following Step 4, Maddie Arnold-Jones, Headteacher can be available via appointment at a mutually convenient time, by contacting the School Office.

Thank you in advance for your support and cooperation.

Maddie Arnold- Jones  
Headteacher