

September 2024

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 main office who will take a message for you, or 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:

Ms Jayne Field	Ash, Beech Cedar, Cherry, Chestnut and Rowan
Miss Leanne Crawford-Woods	Hazel, Maple, Oak and Sycamore
Mrs Ruth Fahey	Heron, Robin and Woodpecker
Mrs Victoria Butler	Maggie and Wren
Mr Richard Skirving	Kingfisher and Owl
Mrs Liz Best	Dove and Swan
Mr Alan Buchanan	Amethyst, Diamond, Emerald and Sapphire

Please note if your class teacher is a leader listed above, please go to Step 3.

You can do this by calling the School Office on 01474 365485 or for Sixth Form 01474 555799, or emailing [office@ifield.kent.sch.uk](mailto:office@ifield.kent.sch.uk) and requesting a telephone call or meeting.

**Step 3:**

If you feel the matter has not been resolved following Step 2, you may speak with an Assistant Headteacher by appointment – Mrs Emily Baker (Primary) Mrs Sue Mason (Secondary) or Mrs 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, Mrs Susan High, Senior Assistant 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, Mrs 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