

Communication Flowchart October – December 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 if necessary. Parents should expect a response within **24-48 hours**.

I have a **general / non urgent** enquiry

Please contact Reception via
01773 746334 or
enquiries@ripleyacademy.org

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.

If you feel your enquiry requires further discussion:

Contact your child's Head of Year / the appropriate **Head of Department** who will aim to respond to you within 1-2 working days.

I have a **specific** enquiry

For enquiries relating to:

Student Support Services (including Uniform): Mrs D Maycock
dmaycock@ripleyacademy.org

GDPR– Mrs Robson
crobson@ripleyacademy.org

Parents Evenings:
Mrs E Saccaggi
esaccaggi@ripleyacademy.org

Educational Visits/ Attendance/ParentPay – Mrs H Ford
hford@ripleyacademy.org

SEND – Mrs Adey
sadey@ripleyacademy.org

ClassCharts / Communications: Mr C Hudson
chudson@ripleyacademy.org

A specific subject
Head of Department

I have a **concern / complaint**

Raise a concern with:

- your child's tutor or Head of year (if a pastoral matter)
 - The Head of Department for the relevant subject (if an academic matter)
- We will aim to respond within 2 working days.

Stage 1:

If you feel a satisfactory resolution hasn't been reached you may 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

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

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 01773 746334 or rasafeguarding@ripleyacademy.org 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.

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Senior Leadership Team		
Services Manager	Mrs Robson	crobson@ripleyacademy.org
Head of School: Operational and Staff Concerns	Mr J de Rijk	Jderijk@ripleyacademy.org
Deputy Headteacher: Curriculum, Data, Exams & Assessments	Mrs J Thawley	jthawley@ripleyacademy.org
Deputy Head Teacher: Pastoral and Safeguarding	Mrs L Crowder	lcrowder@ripleyacademy.org
Associate Assistant Head Teacher: Safeguarding Lead	Mr S Kingsland	skingsland@ripleyacademy.org
Assistant Head Teacher: SENCO & Teaching & Learning	Mrs S Robinson-Kent	srobinsonkent@ripleyacademy.org
Assistant Head Teacher: 6 th Form	Mrs E Iwanczuk	eiwanczuk@ripleyacademy.org
Associate Assistant Head Teacher: Systems & Communications	Mr C Hudson	chudson@ripleyacademy.org
Head of Inclusion	Mrs D Maycock	dmaycock@ripleyacademy.org
Complaints		
Stage 1 will be passed directly to Mr J De Rijk, Head of School and then Mrs Frost-Briggs (Executive Headteacher) at Stage 2.		
Heads of Year		
Y6 Transitions & Y7	Mrs L Forster	lforster@ripleyacademy.org
Y8	Miss D Porter	dporter@ripleyacademy.org
Y9	Mr O Evans	oevans@ripleyacademy.org
Y10	Miss S Waddington	swaddington@ripleyacademy.org
Y11	Miss A Brashaw	abrashaw@ripleyacademy.org
Y12	Mrs E Saccaggi	esaccaggi@ripleyacademy.org
Y13	Mrs E Taylor	etaylor@ripleyacademy.org
Heads of Department		
English	Mrs L Bottomley	lbottomley@ripleyacademy.org
Mathematics	Ms A Townend	atownend@ripleyacademy.org
Science	Mr W Brown	wbrown@ripleyacademy.org
Business	Mr J Radbourne	jradbourne@ripleyacademy.org
Computer Science	Mr C Hudson	chudson@ripleyacademy.org
Creative Arts	Mrs A Hart	ahart@ripleyacademy.org
Sociology	Miss A Bethell	abethell@ripleyacademy.org
Humanities	Mrs C Kenway	ckenway@ripleyacademy.org
Modern Foreign Languages	Mr Pardo Roques	rpardoroques@ripleyacademy.org
PE and Health & Social Care	Mrs R Grainger	rgrainger@ripleyacademy.org
Design and Technology	Mr C Goddard	cgoddard@ripleyacademy.org
Personal development, Careers and Guidance	Mrs L Tollervey	ltollervey@ripleyacademy.org

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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).