Coombe Dean School

Headteacher: Caroline Granville
office@coombedean.co.uk
www.coombedean.co.uk
01752 406961

Contact with Coombe Dean School

Who should I contact?
Please send your email to just one address or individual. Contacting multiple staff on an issue at the same time blurs lines of accountability and can make it less clear who the intended recipient is thus slowing down the response. Feel free to copy (cc) others in, for information.
If you have a query or need to pass on information specifically regarding either **safeguarding or attendance**, then please contact those teams directly.

Team	Contact
Safeguarding	Email – safeguarding@coombedean.co.uk Mrs N Macrae - Designated Safeguarding Lead Miss B Daducova – Deputy Designated Safeguarding Lead
Attendance	Email – attendance@coombedean.co.uk Mrs J Snape – Attendance Officer

If you have a more general academic or pastoral question or concern, please raise this in the first instance with your child's Year Team Leader or tutor. They will then be able to either respond themselves, or ensure your message gets to the most appropriate person to get back to you.

Year	Year Team Leader	Email address
7	Mr K Middleman	kmiddleman@coombedean.co.uk
8	Miss M Sampson	msampson@coombedean.co.uk
9	Mrs R Lavis	rlavis@coombedean.co.uk
10	Mrs A Renyard	arenyard@coombedean.co.uk
11	Mr J Ryan	jryan@coombedean.co.uk
Post-16	Mrs S Stapleton – Post-16 Administrator	sstapleton@coombedean.co.uk

For questions or concerns related to Special educational needs and disabilities (SEND), please contact the SENDCo Team:

SEND Team	Email address
Mrs N Dulson - SENDCo	ndulson@coombedean.co.uk
Miss L Davison – Deputy SENDCo	ldavison@coombedean.co.uk

When will I hear back?
Schools are busy places, and often our staff have little flexibility in when they are able to dedicate time to responding to emails due to teaching or other commitments or indeed absence from school for illness, professional development or other possible reasons. However, it is important to us that your queries and concerns are acknowledged and then resolved as swiftly as possible.
We endeavour to respond to any email or phone message **within 48 weekday hours. We know how important communication is and we value the time you have taken to make contact with us.**
If you have not had a response **within two full working days** (e.g. if you make contact early on a Tuesday and you have not had a response by the end of Thursday) then please forward your email to the 'escalation contact' below.

This mailbox will be monitored with the aim that we can be able to support the team that you have contacted to get a response to you or to provide reassurance that your contact is being addressed.

Team	Escalation Contact
Safeguarding	Mrs C Granville –Headteacher cgranville@coombedean.co.uk
Special educational needs and disabilities (SEND)	Mr C Jacks – Deputy Headteacher cjacks@coombedean.co.uk
Attendance	Mrs K McPherson – Assistant Headteacher kmcpherson@coombedean.co.uk
Year 7	Mrs L Sutherland – Associate Assistant Headteacher lsutherland@coombedean.co.uk
Year 8	Mrs L Sutherland – Associate Assistant Headteacher lsutherland@coombedean.co.uk
Year 9	Mrs L Sutherland – Associate Assistant Headteacher lsutherland@coombedean.co.uk
Year 10	Mrs K McPherson – Assistant Headteacher kmcpherson@coombedean.co.uk
Year 11	Mrs K McPherson – Assistant Headteacher kmcpherson@coombedean.co.uk
Year 12/13	Mr C Jacks – Head of Post-16 cjacks@coombedean.co.uk

If you have not had a response from the 'escalation contact' within a further two working days please forward your email to the Headteacher's PA: khill@coombedean.co.uk The Headteacher will be made aware of the nature of the contact but may not be the most appropriate person to respond.

Please note, email addresses are correct contacts at the time of publication – September 2026.

General Queries: office@coombedean.co.uk

This email address can be used for general queries where it is not clear who the query should be addressed to. The query will usually then be addressed to the most appropriate person to deal with it and an acknowledgement should be received in line with the timescales above.

Reporting an Absence: attendance@coombedean.co.uk

Parents and Carers are required to notify the Attendance Officer as early as possible every day of a child's absence, and by no later than 08:40 am.

- Absence Line – Tel: 01752 485450
- Email - attendance@coombedean.co.uk

You can leave a message on the Absence Line, Tel: 01752 485450, or you can email attendance@coombedean.co.uk.
You are required to inform the school on the day your child will be absent from school and on subsequent days of absenteeism.

Face to Face Meetings

If you wish to meet with a member of staff, face to face, then you must arrange and book this meeting in advance. Schools are busy places and we are simply unable to accommodate requests to meet with parents who arrive in Reception. We will be very happy to fix an appropriate time to meet to discuss matters with the right staff members.