



South Dartmoor Community College

Executive Head teacher | Mrs J Veal

Balland Lane | Ashburton | Devon | TQ13 7EW
01364 652230 | www.southdartmoor.devon.sch.uk



Empowering everyone to be the best they can be.

Contact with South Dartmoor Community College

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	tdixon@southdartmoor.devon.sch.uk T Dixon – Designated Safeguarding Lead dvile@southdartmoor.devon.sch.uk D Vile - Deputy Designated Safeguarding Lead
Attendance	attendance@southdartmoor.devon.sch.uk twest@southdartmoor.devon.sch.uk T West – Attendance Administrator mhuntley@southdartmoor.devon.sch.uk M Huntley- 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 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 Leader	Email
7	M Solly	msolly@southdartmoor.devon.sch.uk
8	K Ford	kford@southdartmoor.devon.sch.uk
9	S Carter	scarter@southdartmoor.devon.sch.uk
10	R Munro	rmunro@southdartmoor.devon.sch.uk
11	R Munro	rmunro@southdartmoor.devon.sch.uk
12/13	A Slater	aslater@southdartmoor.devon.sch.uk

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

Team Leader	Email
I Squires - SENCo	isquires@southdartmoor.devon.sch.uk
R Mitchelmore - Deputy SENCo	rmitchelmore@southdartmoor.devon.sch.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 Leader	Escalation contact
Safeguarding	D Vile – Assistant Headteacher dvile@southdartmoor.devon.asch.uk
Attendance	D Vile – Assistant Headteacher dvile@southdartmoor.devon.asch.uk
Special educational needs and disabilities (SEND)	E Gallagher – Deputy Headteacher egallagher@southdartmoor.devon.sch.uk
Year 7-11	D Vile – Assistant Headteacher dvile@southdartmoor.devon.asch.uk
Post-16	E Gallagher – Deputy Headteacher egallagher@southdartmoor.devon.sch.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: cperry@southdartmoor.devon.sch.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 2024.

General Queries: This email address can be used for general queries [South Dartmoor Community College - Contact a Dept](#) 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 Absence

Attendance is checked on a daily basis. If a student is absent without a given reason, the college Attendance Team call the parent/carer using Absence Call. Parents/carers can inform the college of absence as follows:

- Call the college on 01364 652230, select the option to report an absence and leave a message.
- Call the college on 01364 655313 and speak to a member of the Attendance Team directly.
- Email the college at: attendance@southdartmoor.devon.sch.uk Parents/carers should notify the college of the reason for an absence by 8:30 am.