



27th November 2017

Dear Parent/Carer,

We are aware that a very small percentage of you are having problems viewing our newsletter. We can assure you that the version that leaves our office does not contain any spelling or grammatical errors. It seems that when viewing the document using a smart phone, a small percentage of people are seeing a version with lots of missing characters. We have been advised that this is due to the settings on your phone which are affecting the way in which the file is displayed.

Although we understand your frustration with this, we would ask that you contact the school directly to make us aware of your issues, rather than making incorrect suggestions on social media and through other routes. It would also be useful to know what phone and settings you have, to see if we can assist with your viewing options, or alternatively we can arrange to send the newsletter to you by post or with your child.

One of the reasons for starting the weekly newsletter was to create another form of communication to families and we have received many positive replies. We would like to be able to continue producing this document so that we can keep you informed about all the wonderful things happening in the school, and would appreciate your positive support in continuing to do so.

We appreciate that parents and carers may have frustrations about their child's life at school from time to time. Please use the clear routes to make contact with us and appointments are always available to meet with me through the Principal's Surgery.

I would also like to thank all those parents and families who have reported the behaviour of a small minority in relation to their social media activity regarding the school.

Thank you once again for the support and positive comments we receive from many of you, which are always shared with the relevant staff and really do make a difference.

Yours sincerely

A handwritten signature in black ink, which appears to read 'Susan Fox'. The signature is written in a cursive style with a large initial 'S' and a distinct 'F'.

Dr Fox,
Principal