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25 January 2021

Dear Parents/Carers,

I hope this letter finds you and your families safe and well. As you are aware, we are delivering parents' evenings through the virtual 'School Cloud' system.

Having successfully used the School Cloud system at previous parents' evenings, unfortunately, during our most recent parents' evening, we experienced some technical difficulties which were beyond our control. Although we are confident that School Cloud's issues are now resolved, I want to provide you with an update as to what the process will be, should we experience similar issues at upcoming parents' evenings.

In the unlikely event that we experience technical issues, your appointment will be held over the phone at the scheduled time. Therefore, please can you ensure that we hold an up to date telephone number for you. Should you need to update your phone number with us, please email <u>admin@carletonhigh.patrust.org.uk</u>.

Thank you for your continued support as we continue to navigate our way through these unprecedented times. As always, should you have any queries, please do not hesitate to contact us at admin@carletonhigh.patrust.org.uk.

Yours faithfully

Mr T Marks Assistant Headteacher

