

14th September 2026

Dear Parents and Carers,

Further to Mr Roberts' (CEO) letter sent last week, I would like to provide families with a further update regarding our communication systems and the work currently underway to restore normal service.

Firstly, I would like to offer my sincere apologies for the ongoing communication difficulties that many families have experienced over recent weeks. We recognise the frustration, inconvenience and worry that these issues have caused. We fully appreciate that parents and carers rely on school communications to stay informed about important information relating to their child, and when messages are delayed, not received, or links do not work as expected, this can understandably cause uncertainty and concern.

Whilst significant progress has been made following the Trust-wide Microsoft migration undertaken over the summer, we are aware that some issues continue to affect the way information is shared with families. We know how important timely and reliable communication is, and we fully understand the impact these difficulties have had on our school community.

In particular, we are aware that bulk emails sent through Bromcom are not yet working as consistently as they should. Although many messages are being delivered successfully, a number are still being returned due to external email 'throttling' measures, whilst some families are unfortunately not receiving communications through these systems at all.

We would also like to apologise for the broken link within Friday's school bulletin. This issue arose as a result of changes to security and sharing protocols following the network migration. The migration has altered how Microsoft products are accessed and shared with external users, including platforms such as Microsoft Sway and Microsoft Forms. As a result, some links that appeared to be working correctly internally were not accessible to families outside of the Trust network.

We appreciate that these ongoing issues have occurred at the start of a new academic year, a time when there is a significant amount of important information to share with families. Please be assured that re-establishing reliable communication systems remains one of our highest priorities. Our school leadership team is working closely with colleagues across the Trust and our technical support teams to identify and resolve the remaining issues as quickly as possible.

In the short term, we ask families to keep a close eye on our social media channels, where we will continue to share key updates and important information. Where necessary, we will also communicate through printed letters to ensure that important messages reach all families whilst these systems are being fully restored.

We are extremely grateful for your patience, understanding and continued support during this period. Strong relationships between home and school depend upon effective communication, and we remain fully committed to ensuring that all families receive the information they need in a timely, clear and reliable manner.

Yours faithfully,



Mrs Bedford
Principal