

12 March 2018



COMMUNICATION WITH PARENTS/CARERS – email and text message

Dear Parents and Carers

I am writing to inform you about an exciting new system we are introducing at The Grove. Following the meetings I held with parents/carers in January, I have listened to your feedback and have purchased a new system to allow for improved communication: **SIMS InTouch**. This system allows us to contact all parents and carers with parental responsibility via email and/or text message. This change will be effective from **Wednesday 14 March** and you will receive both a 'Welcome' email and text message on this day.

In the coming weeks, the Attendance Officer will make truancy and attendance calls each day via text message **and** email to the contacts we hold on the system. Similarly, any notice of punctuality or Senior Leadership detentions will be sent via text message **and** email. For these issues, you can reply directly to the School and all outgoing and incoming messages are stored on our system. Details regarding replies/communication will always be included in the outgoing message.

In order to ensure that you can receive these messages, should you have had a change of email address or phone number, you must contact the main reception and inform them of your up to date details. Also, please save the email address and phone number in your phone as 'GROVE SCHOOL' and check your spam or junk mail boxes on Wednesday should you not receive your welcome message.

In the future, you will be able to receive termly progress reports, timetables, examination schedules, celebratory messages and reminders of upcoming events via this system which is designed to support you and your children with their education.

I am sure that you will agree that this is a fantastic way of improving rapid communication therefore we encourage all parents/carers to support the system. However, should you **not** wish to receive communication via email or text message, please contact the main reception and they will remove you from the SIMS InTouch list. We will continue our contact via telephone calls and letter as an alternative.

Should you wish to discuss this system, please do not hesitate to contact the School and speak with either Gail Beath, Lorraine Lovell or Laura Townsend. Thank you for your continued support.

Yours faithfully

Mrs Sonia Taylor | Headteacher