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14th January 2021

Dear Parents / Carers

I am writing to apologise for the issues we experienced with School Cloud, our provider for Year 11 Parents' Evening. The issue was with School Cloud, not us, and as I understand it, the issue affected many schools across the country.

I appreciate it will have been very frustrating and inconvenient and I am very sorry for the time you will have wasted trying to connect. At 5pm, when it became clear that the issue was not going to be resolved quickly, we took the decision to postpone the event, in order to prevent any further disruption to your evenings. We will be rescheduling the Parents' Evening and will get back to you shortly to confirm a date.

School Cloud co-founder Marcus Fields provided the following statement regarding the technical problems: "SchoolCloud provides parents' evening software to over 5,000 schools, and experienced an outage on 14th January affecting the parents & teachers accessing video calls at that time. An update to the system in December caused a web page to perform slowly and this ultimately took the system offline. This wasn't up to the high standard of service that schools expect of us, nor that we expect of ourselves. We have already made changes, and continue to take further steps to ensure that you can continue to enjoy this new format of parents' evenings."

My sincere apologies once again for this inconvenience. I understand that you will have been looking forward to speaking to your child's teachers, and I know that our staff were looking forward to meeting with you too. We will reschedule this Parents' Evening as soon as possible and will communicate the new date as soon as we have it.

Best Wishes,

A handwritten signature in black ink, appearing to read 'M Pye'.

Mrs M Pye
Headteacher