



15 January 2021

Dear Parent/Carer

YEAR 11 PROGRESS EVENING UPDATE

Please accept our apologies for the loss of connectivity some of you experienced yesterday. When the system failed, it did not just affect us, every school in the country using the same provider was affected too, and I can only imagine the collective frustration across the county from parents and teachers.

I am pleased to say, however, that many appointments still went ahead via impromptu phone and Teams calls and I am grateful to everyone for taking the initiative and using other technological means available to them. Please pass my thanks to students who took it all in their stride and helped parents contact staff via their Teams. I understand the problem with the system was resolved after 30 minutes and that there were no further problems during the remainder of the evening.

I hope that you were able to speak to the staff you wished to speak to and that you gained the information that you wanted and needed about your child's progress. If you wish to speak to staff due to missed appointments around the time of the system failure, please email the member of staff directly using the staff's initial, surname and then suffix @southdartmoor.devon.sch.uk.

Many thanks for your patience and persistence.

Best wishes

A handwritten signature in black ink that reads 'J Veal'.

Jen Veal
Executive Head teacher