

Friday 11<sup>th</sup> March, 2022

Dear Parent/Carer(s),

**Improving School Communications with ParentMail**

We have recently reviewed the systems that we use for communicating with you, and we are in the process of changing our systems to enable us to communicate effectively.

From Wednesday 16<sup>th</sup> March 2022, we will be using ParentMail, a system used within our Nottingham schools. This will be beneficial in the following ways:

- You can use a free mobile app on Android and iOS to pick up school messages instantly
- You can top up dinner money or pay for schools trips/items in just a few taps
- There will be no need to search through a busy email inbox for important messages
- Every message sent arrives as an instant alert on your mobile
- You can complete forms and questionnaires
- All school messages will be sent securely
- Report student absences (you can still however call the absence line)
- And much, much more!

This means, from Tuesday 15<sup>th</sup> March you will no longer be required to use your Gateway account to make payments, all balances will be transferred to ParentMail and you will be notified of the account closure next week. We would like to make you aware that our Office team have been reviewing our catering system and all balances displayed on ParentMail will be accurate.

Registering with ParentMail is very easy! Over the next few days you will be sent either an email and/or text message from ParentMail, when you receive this please just follow the instructions in the message.

Please be assured that ParentMail is registered with the Information Commissioner and guarantees that all information you provide will be kept private and will not be passed on to any other organisation.

You will receive a registration link on Monday 14<sup>th</sup> March ready for the system to go live. Once registered, if you have an Android or Apple smartphone, we highly recommend you download the **ParentMail App** for the best user experience. To do this, simply search for "ParentMail" in your App store.

If you need any additional information or assistance, please visit the help site: <https://www.parentmail.co.uk/help/parenthelp/> or if you have not received any contact from ParentMail within 7 days please contact the school office.

If you have any questions, please contact our school office and a member of the team will be happy to assist.

Yours sincerely



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