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Dear Parents and Carers,

I would like to apologise for the recent issue with the delivery of pupil reports. From our end, all reports were showing as sent to parents; however, we were notified yesterday that they had not been received.

As soon as we became aware of the problem, we contacted Arbor immediately. We understand that reports for secondary pupils were released yesterday and primary reports have been released today.

I apologise for any inconvenience this may have caused and thank you for letting us know about the issue promptly.

Yours sincerely

Phil Arnold
Headteacher