27th March 2025

**Change in School Correspondence Platform**

Dear Parents and Guardians,

We are writing to inform you of an upcoming change in how Midsomer Norton Primary School will be communicating with you. To streamline our communication and improve efficiency, we will be transitioning to a new platform for all school correspondence, effective **22nd April 2025.**

Moving forward, all school-related information, including newsletters, important announcements, event reminders, and individual communications, will be sent via **email only**. We will no longer be using text messaging for routine communication.

Please be aware that emails from the school may occasionally be filtered into your spam or junk folders. To ensure you receive all important updates, we strongly encourage you to **add our school email address, office@midsomernortonprimary.mnsp.org.uk, to your safe senders list or contacts.**

If you are unsure how to add an email address to your safe senders list on your phone or email provider, we recommend searching online for instructions specific to your device model (e.g., "how to add to safe senders list Samsung Galaxy S23").

Our long-term aim is to introduce a dedicated parent app, which will further enhance communication and provide you with easy access to school information. We are currently working towards this goal and will provide you with detailed guidance and instructions on how to download and use the app when it becomes available.

In the meantime, please ensure you regularly check your email inbox (and spam/junk folders) for important updates from the school. If you have any urgent matters that require immediate attention, please continue to contact the school office by phone on 01761 412289.

Thank you for your understanding and cooperation as we implement this new communication system. We believe this change will ultimately improve the way we connect with you and keep you informed about your child's education and school life.

Sincerely,

The Team at Midsomer Norton Primary School