

## Update to School Communication Process

Dear Parents / Carers

We hope this message finds you well.

We are writing to inform you of a slight change to our home school communication process. To ensure that your enquiries are handled efficiently and effectively, we will be transitioning away from the use of year group email inboxes (e.g. [year10@arthurterry.bham.sch.uk](mailto:year10@arthurterry.bham.sch.uk)). Starting on Monday 24<sup>th</sup> February, **all communication** should be directed to our central email address [enquiry@arthurterry.bham.sch.uk](mailto:enquiry@arthurterry.bham.sch.uk). This change will allow us to streamline responses and ensure your messages reach the most appropriate member of our team without delay.

### **Key Points to Note:**

- The year group email inboxes will no longer be monitored from Monday 24<sup>th</sup> February.
- Please use [enquiry@arthurterry.bham.sch.uk](mailto:enquiry@arthurterry.bham.sch.uk) for any questions, concerns, or correspondence moving forward.
- To help us address your message promptly, kindly include your child's full name and year group in your email.
- A reminder that we have a 48 hour response time.

Thank you for your understanding and cooperation.

Arthur Terry School