



# Stanbury Village School

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Friday 13<sup>th</sup> March 2026

## School Jotter – Update

Dear Parents and Carers,

Following our recent communication regarding the Jotter3 app, we wanted to provide you with a further update. Representatives from School Jotter have now visited the school to investigate the issues that have been reported. They are working hard to resolve these as quickly as possible for both families and the school.

Jotter have also kindly provided an apology letter for the Stanbury community.

We would like to thank you for your continued patience and understanding as we work through this situation together.

Kind regards

Mr A Robinson



School Jotter, Part of the Webanywhere group, Avenue HQ, East Parade, Leeds LS1 2BH

24th of March 2026

### To Parents, Carers, Staff, Governors, and the Stanbury Village School community

We would like to sincerely apologise for the recent issues with push notifications on the School Jotter 3 app affecting Stanbury Village School. We understand how important it is to receive timely school communications, and we are very sorry that, in some cases, messages have not been delivered as expected.

Our team has identified a problem affecting some devices and is working hard to implement a permanent fix as quickly as possible. In the meantime, a workaround that has helped some iOS users is to tap the hat and glasses icon in the top right of the app, open the School List, and re-add the school.

Please rest assured that resolving this issue is a priority, and we are working closely with the school to ensure a reliable service. We will provide updates to the school office as soon as we have them, and once again, we are truly sorry for any disruption or frustration caused.

Thank you for your understanding and patience as we work to resolve this issue.

Yours sincerely,

*Claire Morritt*

Claire Morritt  
Education Director  
School Jotter

