



# Stanbury Village School

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Tuesday 24th March 2026

Dear Parents and Carers,

I hope this letter finds our families well and looking forward to the Easter break. I am writing to address concerns regarding the Jotter2 app, which we currently use to communicate and share notices and letters with families.

We are aware that a number of parents have experienced issues, including missed notifications and difficulties with the app loading correctly. We understand how frustrating this can be and appreciate you bringing these matters to our attention.

Unfortunately, the previous app we used was no longer supported and we were given notice that we would need to transition to the new Jotter2 platform. Since receiving our first concern from a parent, we have contacted the Jotter2 support team. They have logged our concerns and opened a job to investigate the issues being experienced. We have since gone back to the company and made them aware of further issues by other parents.

We would like to reassure you that we take parental concerns seriously and will always do what we can within our control to resolve them. We would also like to thank those parents who have communicated their concerns in a polite and courteous manner. As a school community, we are all working together in the best interests of your children, and we kindly ask that all communication with the school team remains respectful and considerate.

Over the new few months, we will explore alternative communication platforms that we will introduce from September 2026. Changing systems partway through the academic year could lead to further disruption for families, so we feel it is important to maintain consistency for now.

In the meantime, please be aware that all letters shared via Jotter2 are also available on the school website. Additionally, for important communications, such as those relating to items needed in school, non-uniform days or invitations to events, we will provide hard copies to ensure no key information is missed.

Thank you for your continued support and understanding.

Kind regards,

Mr A Robinson  
Headteacher

