



February 2024

Dear Parent/Carer

Last week, we launched parental access to Class Charts to enable you to track your child's progress and behaviour at school. Unfortunately, due to completely unforeseeable circumstances, Class Charts have suffered with a number of technical issues in the last few days, which they need to resolve.

As a result of this, we have been asked to suspend parental access to Class Charts until after half term to allow time for these problems to be solved. We would like to apologise for this decision having to be made so soon after access was launched. This has caused as much frustration for us as I'm sure it will for you. I would also like to reassure you that this is not related specifically to Appleton accounts and has not been caused by the launch of accounts at our school. These are wider technical issues with their platform that Class Charts have informed us of today.

If you have already set up your child's account, you should not need to complete this process again, but you will not be able to access information about your child at this stage.

I would like to thank you for your patience, we will contact parents again after half term, once access to Class Charts has been restored.

Yours faithfully

A handwritten signature in black ink that reads "Helen Jones".

Ms H Jones  
Executive Headteacher