



19 May 2025

Dear Parents/Guardians,

Arbor Communications & Parent App

Thankyou to everyone who has set themselves up on the Parent Portal and App. This platform will be used to communicate and update families with everything they will need to know to support their child in school.

It has brought to our attention a few crucial pieces of information that it is important for families to know.

Emails sent from Arbor are going to Spam or Junk mailboxes- We have sent a number of communications over the past week, which appear to be going into the incorrect mailbox. Please can all parents check these carefully and update your settings to ensure that emails are received in a timely manner.

We also advise that families set up the Parent Portal or App and use this to receive and review all communications from the school. The link below details how families can access this information.

[Communications on the student profile](#)

Communicating with the school via Arbor- Some families may be aware that Arbor has a facility to communicate with the school. It also allows families to reply to emails sent on the platform. We are looking at how we maximise these facilities on the platform to support better home-school communication and will write to you in the near future with clear guidance.

In meantime, we request that all communication come through via secretary@stdunstans.mnsp.org.uk and not through Arbor. This will allow us to ensure that your emails are triaged appropriately and responded to in a timely fashion.

For more information about Arbor and communication, please see the links below. These are intended to provide you with help and support getting yourself set up on the portal and app as well as answering any further questions or information about this facility.

[Introduction video](#)

[Guide for Parents on setting up and using the App](#)

Yours sincerely

Mr P Balkwill
Headteacher