



Goldenhill Primary Academy



Head teacher: Mr. S Martin BA (Hons).NPQH

"Everyone shines at Goldenhill"

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Monday 19th January 2026

RE: Help Us Improve How We Communicate with You

Dear Parents and Carers,

We are writing to ask for your support in helping us improve how we communicate with you.

Recently, a number of parents have contacted the school to let us know that they were unaware of specific events or important communications. When we have investigated these concerns, in the vast majority of cases we have been able to confirm that the message was sent via the Arbor app, but it is showing as "unread" on our system.

One possible reason for this may be that notifications are not enabled on some parents' phones. If push notifications are turned off, you will not see new messages unless you log in to Arbor. It is really simple to enable push notifications:

Go to your phone's settings:

Apple: Settings > Arbor > Notifications on iOS

or

Android: Settings > Apps > Arbor > Notifications

and turn them back on.

We kindly ask that you check this on your phone and/or device, and if notifications are not enabled, please follow the simple steps above.

As with any school, we send out a large volume of communication. Even with the best of intentions, this is not always perfect. However, it is extremely important to us that we reach parents reliably so that we can work in partnership to support your children and ensure you are informed about key information and events.

Our aim is to cater for the vast majority of parents. We do kindly ask that if this method is not your personal preferred option, you make every effort to use it so that important information is not missed.

Thank you for your time and continued support.

Mr. S Martin

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Headteacher



Artsmark
Silver Award
Awarded by Arts
Council England

