



Dear Parent/Carer,

I am writing with an update regarding our Senior Phase Parents' Evening last night. Firstly, can I just thank you all for your patience and understanding as we tried to implement this new system. I am aware that for some staff and parents all went smoothly and there were no issues at all. I am also aware, however, that many of you were only able to access some meetings or maybe not at all. This is a learning experience for us all as we try to roll out this new service but I am hopeful that together we can resolve the issues and make this work.

We are currently reviewing what took place so that we can improve on this offer for next week's Parents' Evening on Wednesday 18 November. We have asked staff for their feedback and would also really appreciate yours. As I said in my previous letter, please email this to [Admin@Tynecastle.edin.sch.uk](mailto:Admin@Tynecastle.edin.sch.uk).

We have also heard from the company whose platform we used that there were over three hundred Parents' Nights across the country last night and this led to issues with their system. While they work to ensure that this is fixed for next week it would be really useful to know if other issues existed for you. I believe that some parents/carers had not accessed the joining instructions and video on our website and this led to issues. Please do follow these and let us know if we can help in any way.

The good news is that if you had trouble accessing all of your appointments last night, you will have the option to sign up for these on Wednesday 18 November, when we repeat the evening for the other half of our senior school. You will be able to sign up for these slots from Thursday 12 November and the booking system will remain open until midday on Wednesday 18 November.

I very much hope that we have increased success next week and that this model of communication can support us in working together for the benefit of your child.

Yours sincerely,

Hazel Kinnear  
Head Teacher

