

# St Francis' Catholic Primary School



Station Road  
Nailsea, North Somerset  
BS48 4PD  
Tel: 01275 855373



**Acting Headteacher:**  
**Mrs Catherine Hunt**

***Ensuring for all an excellent child-centred education within a Christ-centred philosophy***

09 October 2018

## ParentPay Email Correspondence

Dear Parents/Carers

Thank-you to everyone who has provided feedback regarding our new e-mail correspondence. We are pleased with the general response and the drive towards reducing the usage of paper within school.

In response to parent feedback, we would like to offer parents the opportunity to add a Secondary Payer Account to their ParentPay account. This would enable two adult family members to receive emails and further reduce the chances of important communications 'slipping through the net'.

If you would like to add a Secondary Payer to your account, please complete the slip below and return it to the school office no later than Monday 15 October. Dependent upon the volume of requests, we will aim to have all secondary payees added to our system before the start of term two.

We have had a number of occasions this term when some parents have reported not receiving emails from ParentPay. We have sought advice from ParentPay to try to improve our processes and can confirm that none of the messages which have been sent by ParentPay have failed. ParentPay has advised that although messages have reached the intended recipients, some have not yet been read and have suggested that we ask all parents/carers to check their "junk" mail boxes. It may be the case that e-mails from the school are being automatically filtered into these boxes.

Please remember that letters are also on the school website, so use this resource to make sure you have not missed anything important. If you need a hard copy of a particular letter and do not have printing facilities available, please pop into the office and we can provide you with a copy.

Thank you for your continued support.

Catherine Hunt  
Acting Head Teacher

**PLEASE RETURN BY MONDAY 15 OCTOBER**

Childs Name: \_\_\_\_\_ Childs Class: \_\_\_\_\_

Primary ParentPay e-mail: \_\_\_\_\_

Secondary ParentPay e-mail: \_\_\_\_\_

Email: [office@stfrancispri.org](mailto:office@stfrancispri.org)  
Website: [www.st-francis.n-somerset.sch.uk](http://www.st-francis.n-somerset.sch.uk)