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**Head Teacher:** Mr S Arnold

Friday 3<sup>rd</sup> April 2020

Dear Parents/Carers,

I am writing this letter to make you aware that during this difficult time we have secured an agreement with our technology partners at Concero whereby they will provide all of the Oak Meadow family with technical support and help if and when needed. This will mean if you are experiencing any issues with technology that is a barrier to your child's learning or access to any learning resources online, then Concero will endeavour to solve these directly with you.

If you are experiencing any problems as a first step you should email: [support@concerouk.com](mailto:support@concerouk.com)

Concero have then requested you provide them with the following information in the described format below in order for them to be able to best provide support:

1. Email Subject: Pupils full name & Oak Meadow School
2. Email Body: The parent's full name, best contact number, a brief outline of the issue (screenshots will help if possible) the device they are using (eg. Windows Laptop, Apple Mac, iPad etc)

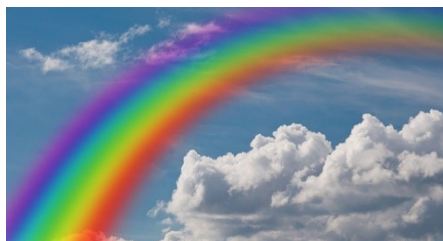
A member of the Concero team will contact you as parents/carers following your email request. They will only speak with you and not speak to pupils under any circumstance for safeguarding reasons. At the beginning of the call, Concero will run through short security questions with you to confirm your identity before providing the required support. All of the calls will be recorded and you will be informed of this at the start of each conversation.

We hope that this will provide help and support where it may be needed in the coming days and weeks.

Finally, I wish you all well at this time and I hope the children, yourselves and loved ones are all safe. Everyone at Oak Meadow is looking forward to seeing all of the children again soon.

Kind regards,

Mr. Lane.



From tiny acorns **mighty oaks** grow...



