

Subject: Important: Please Check Your Junk/Spam Folder for School Emails

Dear Parents and Carers,

We would like to make you aware of an issue affecting the delivery of some school emails to Hotmail and Gmail email addresses.

Recently, both Hotmail and Gmail have introduced stricter security measures to reduce phishing and scam emails. As our communications are sent via *Arbor on behalf of the school*, these messages can sometimes be incorrectly identified as “spoof” emails and therefore filtered into junk or spam folders.

Gmail in particular bases its filtering on user behaviour. If enough recipients have previously marked similar emails as spam, or if emails have gone to junk in the past, Gmail will continue to place them there. Unfortunately, there is no action the school can take to override this, as it depends on how recipients interact with the emails rather than on domain ownership or security settings.

We have worked with both our Trust and Arbor to put appropriate security measures in place. However, any remaining issues with Gmail specifically cannot be resolved by us directly.

What parents need to do:

- Please check your junk or spam folder for emails from the school.
- Open the email and click **“Report as not spam”** or **“Mark as safe”**.
- Once this is done, future emails should be delivered to your inbox.

If enough parents complete this step, it will also help improve delivery for other families using the same email providers.

We also share some communications via In-app. This is accessed by the Arbor app. Please ensure you have downloaded this and check for new messages regularly.

Thank you for your understanding and cooperation.

Woolden Hill School Office