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Ref: Arbor-ClassCorrespondence

Date: 13.10.2026

Dear RPPS families,

We have been informed that some Parents / Carers are not receiving Class Newsletters and other correspondence from Teachers. We are currently sending these via Arbor to your email address.

It appears that some of these emails have gone straight into 'Junk' or 'Spam' folders. This is due to Arbor being linked to our Welsh Government-issued **@hwbcymru.net** email addresses.

How to check

- 1) Please go to your email inbox and type '@hwbcymru.net'. If you can see emails from your child's Teacher, you are receiving correspondence correctly.
- 2) If you cannot see emails from your child's Teacher in your inbox, please repeat the step above whilst in your 'Junk' or 'Spam' folder. It is then important to move the email into your inbox.

We are working with colleagues to resolve the issue by forcing all emails from the domain **@hwbcymru.net** to arrive in your email inbox.

Many thanks for your continued support,

Mr. Lewis Fitzgerald
Headteacher