

St Joseph's Catholic Primary School
Manor Square
Otley
LS21 3AP

St Mary's Menston, a Catholic Voluntary Academy
Bradford Road
Menston
LS29 6AE

28th January 2022

Dear Mr Beardsley,

I am writing to make an official complaint about the appalling technology that you provide. Me and my class are utterly unimpressed with the poor quality of the laptops. In our recent ICT lesson, many people had to wait over half an hour just for the computer to come on, and that is unacceptable. Would you be satisfied with these supplies?

When beginning our ICT lessons, we face many problems such as: limited laptops; slow processing whilst logging on; teachers becoming frustrated and pupils having no choice but to share with other pupils. In addition to this effecting there learning, we will be waiting ages for it to load.

Eventually, after overcoming all these disgraceful problems, we logged on to the computer hoping the disaster was over. It wasn't! Normally, all the apps are there but not this time, the only app I needed to use (Power Point) wasn't there, which meant we had to download it.

Another problem we faced, was the work that we completed on the laptops, it did not save. Due to this problem, the whole lesson was for nothing. This is due to lack of connection to the sever and low battery life.

If I were the CEO of the trust, I would make sure that every school has a working supply of laptops. Consequences we faced were: children not finishing valuable work; teachers becoming stressed out and not being able to concentrate. This is not only affecting me but effecting the whole school as well.

You should now have comprehended that I am immensely angry at this ordeal that my school has to experience. The laptops that were used by the children were out of charge which meant they were delayed at starting their work. Due to our abundance of disappointments, I believe that it is justified in assuming you will provide us with brand new high-class laptops. I hope you understand and I look forward receiving a new supply of laptops.

Your Sincerely,

Eva J