

Our ref: PS02/22-23

5<sup>th</sup> September 2022

Dear parents/carers

We have new School Information Management System software and there are currently some teething problems with it. The system is not communicating with the canteen's software.

I understand many of you have nil balances showing on Parent Pay. Any money you have credited to your child's account is still there and has not been lost.

The students can still use the canteen and the canteen staff will make a note of what students have spent so we can ensure they are all fed until the issue is sorted.

We are sorry for any inconvenience caused and we are doing our best to solve the issue. Please bear with us.

Best wishes

Fiona