

Monday 15th September 2014

Dear Parent,

Update on School Meal Services

Further to our letter last week, I wanted to write and give you an update on the actions we're taking to ensure the full provision of meals to your school is resumed as quickly as possible.

We are continuing to work hard to resolve the unexpected operational issues, which resulted in the decision to temporarily replace hot meals with packed lunches last week. The reconstruction of our local kitchen facility, following its destruction by a fire, is progressing well and we have agreed with the Local Authority that we will recommence the full hot meal service to all schools in the Poole area after the October half term.

In the meantime, I would like to confirm the following interim arrangements.

Packed lunch menus

- For the week starting 15th September, your children will receive the packed lunch menu you were provided with last week.

- From 22nd September, your children will receive a new packed lunch menu which can be obtained from their school and will also be available on the meal selector website at <https://dorset.mealselector.co.uk>.

Refunds

As we previously confirmed, if you have already paid for your children to receive a hot meal and they have received a packed lunch, we will refund the full value of the original hot meal ordered.

We are in the process of agreeing the method by which you will be reimbursed and will confirm this to you shortly.

Once again, we apologise sincerely for the inconvenience that the disruption in service has caused to you and your children. We are doing all we can to resume a hot meal service as soon as possible and we appreciate your ongoing patience.

If you have any questions, please don't hesitate to contact Melanie Down, Client Services and Communications Manager by email: information@chartwells.co.uk or Telephone: 01932 575776

Yours sincerely,



Robin Mills
Managing Director, Chartwells