

Stanhope Barrington C of E  
Primary School



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Dear Parent/Carer

4<sup>th</sup> May 2023

**Re: School Dinner provision on 3<sup>rd</sup> May 2023**

I am writing to offer my sincere apologies for the school dinner provision yesterday. Unfortunately, our permanent cook is off work at the moment and the mobile cook sent to cover was somewhat overwhelmed. Errors were made and the provision fell well below that standard which I expect.

As soon as I was made aware of the issues, I contacted Chartwell's Area Manager who has responded immediately. The Area Manager herself is on site today to supervise and our Coronation picnic is already prepared for tomorrow. I have been assured that more appropriate arrangements will be made for next week.

I am really sorry for the below standard experience some of our children had yesterday and please be assured that every effort is being made by myself and Chartwell's Area Manager to ensure that we do not have a repeat of yesterday's service.

Thank you in advance for your support and understanding but if you would like to discuss any concerns further please do not hesitate to contact me.

Yours sincerely

*Mrs D Cross*

Mrs D Cross  
Head Teacher

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