

24th January 2025

Dear Parent,

We are writing to sincerely apologise for the disruption to the lunchtime service at Manchester Co-op on Tuesday, 21st January.

Unfortunately, due to a delay from our supplier who did not deliver the food on time for this service, we were unable to provide the full range of menu choices as planned, and we are sorry for any inconvenience this caused to the students.

Providing high-quality meals with a variety of choices is at the heart of what we do, and we deeply regret that our usual standards were not met on this occasion.

We would like to assure you that we are actively reviewing our systems and working closely with our suppliers to ensure that such an issue does not happen again in the future.

We value the trust placed in us to provide all students with nutritious and appetising meals and we are committed to learning from this incident and making improvements and continuing to deliver a level of service expected by students and parents.

Yours sincerely,

Taylor Shaw

