

Dear Parent / Carer

There have been teething issues with the ParentPay system. Having spoken to ParentPay and the Local Authority today it has become apparent that the comprehensive school system and the primary school system work differently across the authority. It is possible to have a balance if you have a comprehensive school child on the ParentPay system, but this facility is not available if you have a primary school child. The only way to check your balance is by contacting the school. It is really important when you make a payment to your account you 'buy' the number of dinners required otherwise your balance will remain the same.

This facility is to deposit money only and buy a dinner- it does not do anything else. It is the Local Authority intention to improve this service in line with the comprehensive schools- that is out of our hands as to when that happens.

We accept that this system doesn't work for everyone and we are still willing to take the correct dinner money in an envelope.

Thank you for your patience, it is a learning curve for us all.

Best wishes

*Mrs S Sharp*