

16 October 2019

Dear Parent/Guardian

School Rucksacks – quality issues

I am writing to acknowledge the quality issues that some of you have raised in respect of the rucksacks that you have purchased for your child through the school. We are currently dealing with our supplier in order to rectify these issues. To date, we have been exchanging any damaged students' bags free of charge. We have now however run out of bags to be able to provide any further replacements. Until the quality issue is investigated and addressed and to avoid any further inconvenience to students and parents, we do not feel it is appropriate to order any further bags.

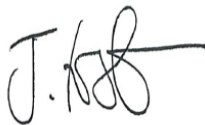
We are uncertain at this stage when further bags will be available as we are waiting for an update from our supplier and may ultimately need to investigate an alternative supplier to ensure that the bags supplied are of good quality and provide an inexpensive solution to parents going forward. The pricing for any future bags will take into account the amount you have already paid for the initial bag.

If your child's bag is unusable due to quality issues, please can you ask your child to return this to student services as soon as possible. We will be able to offer a drawstring bag free of charge for them to use until new bags are available.

Alternatively, students can bring in a rucksack of their own. Although we remain committed to the concept of a uniform school bag for all students, we have been asked by the Senior Student Team to allow them to trial using their own bags for a short period of time. Please note however that this bag should be black, as plain as possible and be able to fit inside a locker of 412mm (h) x 300mm (w) x 450mm (d).

I will issue a further update on this as soon as possible. Thank you for your continued patience and I apologise for any inconvenience caused. If you have any questions relating to this or need any further information, please contact me via the office email MERoffice@maidenerleghschool.co.uk.

Yours sincerely



Mrs J Foster
School Business Manager