Dear Parents and Carers,

I am writing to sincerely apologise for the problems with school lunches yesterday afternoon. We know how much you and your children rely on lunchtime running smoothly, and on this occasion, we let you down.

The issue arose from a human error in the way the food order was placed. It was a genuine mistake, not a reflection of how seriously we take your children's meals, but we recognise the disruption and disappointment it caused, and we are truly sorry.

We understand that for many families, lunch is more than just a meal. It is something you plan around and trust us to get right, particularly where children have dietary needs or preferences. Thank you for your patience and for the understanding many of you have shown.

To make sure this does not happen again, we have introduced an additional check on all food orders before they are submitted & reviewed with our catering provider to ensure we have the correct food. We will also be monitoring the process closely over the coming weeks.

Thank you again for your understanding.

Yours sincerely,

Luca De Los Rios
Operations Manager