

28 June 2023

Update on Year 6 Hoodies

Dear Year 6 Parents and Carers,

I wanted to write and explain why the children have not yet received their hoodies. I know that the children are looking forward to receiving these and to wearing them during their last days at Saltergate. The hoodies arrived at the start of last week and we unpacked them, only to find that there had been a printing error and that there were mistakes with some of the names. This was completely the fault of the company, as our order stated all names correctly.

I submitted an immediate complaint and made it very clear that this was not acceptable and that it must be rectified as soon as possible. The hoodies were sent back to the company the next day and since then, we have been chasing them to find out when the hoodies will be returned.

I can only apologise for this delay; the company had been recommended to us but unfortunately the service has been very poor so far. Please be assured that we are working to resolve the situation and to ensure that the children have their hoodies very soon.

Mrs Jo Hall
Headteacher