

20th September 2021

Dear Parent/Carer,

Monkhouse – Supply of School Uniform items

Following the well documented issues with our uniform supplier we have recently received an update from them in terms of the supply of school uniform and what they are doing to deliver as many students' uniforms as quickly as possible.

The late delivery of stock from their suppliers has put enormous pressure on their distribution centres at the very end of the back-to-school period. Added to this they have also experienced staff shortages, and it is the combination of these two factors that continues to delay some parent orders.

Monkhouse have confirmed that their focus is to despatch orders as quickly as possible once stock arrives and to support this, they have confirmed that they will:

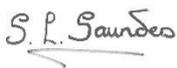
- Post all orders placed in store to parent homes free of charge rather than parents having to collect from store.
- Send part web orders out with no extra delivery charge to parents – this means that parents will receive the items they do have in stock whilst they wait for the final orders to arrive from suppliers.
- Due to the volume of phone calls, Monkhouse have also taken the difficult decision to temporarily focus our customer service team on answering all customer communications via email. This will improve the speed in which they can communicate with individual parents.

Monkhouse assure us that this is a one-off set of circumstances affecting parents' orders and are working hard to resolve these issues as quickly as they can.

If you are still awaiting delivery of certain school uniform items, then please contact your child's 360 Year Team Manager in the first instance so we are aware of the situation. Students will not be reprimanded for not wearing full school uniform if there is a genuine reason for them not doing so.

We thank you for your continued patience in this respect and hope that the overall position will shortly begin to improve.

Yours faithfully

A handwritten signature in black ink that reads "S. L. Saunders".

Mrs S Saunders
Operations Manager

Principal - Peter Knight

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