

Date: 27th May 2022

Dear Parents/Carers

Re: Ongoing Parent Pay problems

I am writing to provide you with an update on the ongoing issues we have recently been experiencing with our Parent Pay system which is directly linked to your child's school catering account. I apologise for any inconvenience that these issues may have caused.

We have now been informed that in most cases these issues have now been resolved.

You may now see on your child's account there's a transaction called '*Adjustment made to match till balance*' with an amount fixed to it, this amount consists of all the purchases that your child made during the period of the system disruption, hence the reason it's a larger sum.

Unfortunately, some accounts are now correctly showing a negative balance. Could you please try to reduce this balance by the end of the academic year. Failure to reduce this balance may result in your child not being able to purchase items from the school canteen.

Once again, I would like to take the opportunity to apologise for any inconvenience that may have been caused. If you would like to discuss this matter further in further detail or require any additional support in setting up a payment plan, please call the academy on 0161 8866500 or email us on info@oasismediacityuk.org.

Yours Sincerely,

Mr S Goodman

Business Manager