



HEADTEACHER

Mr B. Heeley B.Ed Hons, NPQH

EDENRED FREE SCHOOL MEAL VOUCHERS

Dear Parents/Carers,

As you will be aware the school has now fully integrated the payments of free school meal allocations for eligible students through the government's preferred supplier, Edenred. I hope that this system is now working for you however I have been made aware by my finance officer of some issues some parents and carers are experiencing converting the allocation email into the voucher from Edenred. The issue here is with the capacity of Edenred at peak times during the day. We experience the same issues when working with this company on a day to day basis. My finance manager is actually having to access the Edenred site at midnight or there about to ensure allocations are made to the parents and carers of eligible students.

We will continue to try to answer your queries however we are finding it increasingly difficult during normal working hours. If you are experiencing difficulty in obtaining the voucher from the allocation email please be patient , this is not our system. Alternatively, if possible access the Edenred site after normal working hours as this appears to be the most successful way to gain a solution. The situation is difficult and I appreciate your frustration.

Yours sincerely

Mr B Heeley
Headteacher