



# School Meals Update



17<sup>th</sup> September 2021

Dear Parent(s),

Chartwells is proud to have been chosen for your school meal service. We are passionate about delivering a delicious and nutritious meal for every pupil and student we serve. That's why all of our menus are developed, tested and given the thumbs up by pupils and students. I'd like to thank those of you who have provided us with feedback to date, it's invaluable and we very much wish to keep an open dialogue with you so that we can continually improve our offer.

Our teams have been working hard to ensure the new school lunch service gets up and running. However, as has been well-documented, there is a nationwide shortage of HGV drivers, which unfortunately has impacted many businesses in the hospitality, retail and foodservice industries, including our wholesale distributor.

Despite this, we have put in place a number of measures to ensure we are able to provide every pupil with a nutritious and delicious meal every day. As a result, this has seen us having to adapt our regular menu, often at short notice.

We know that this is not what is expected and may well have led to your child being disappointed and for this I would like to apologise. I would also like to take this opportunity to reassure you that our teams have been working tirelessly on alternative solutions. If for any reason we are unable to fulfil the advertised menu, we will let the school know as soon as we are aware, so they can inform you.

I would like to thank you for your patience, support and for the invaluable feedback you are providing and assure you of Chartwells commitment to delivering the very best school meal service.

Yordan Yordanov  
Contract Director  
Chartwells