



Friday 2nd November 2018

Dear Parents and Carers,

It has been brought to my attention that some recent comments have been made about staff and the school on a social networking site about the packed lunch provision in school. It is felt by staff that some of the comments have exceeded an acceptable level of behaviour and are considered to be vexatious. There is no intention of preventing any parent with a legitimate interest in the school from communicating with the school and we actively encourage it through our open door policy and communication links such as Class Dojo. However, when communications, using whatever medium, begin to cause excessive concern and stress to school members and have an impact on the well-being of the school as a whole, the School, acting under its duty of care, is there to ensure that a parent's concern is raised in an appropriate manner.

The school within The Emmaus Federation has a well-established and proven Complaints Policy that seeks to address any and all complaints there may be against the school or its staff. I, therefore, invite you to adopt that action. The process is described in the Complaints Policy, located on the school website or as hard copy on application to the school.

The Packed Lunch Policy was recently updated to be much more accommodating to our families and offers **suggestions and guidance**. It is available on the school website or as hard copy on application to the school. The Government has placed a duty on schools to ensure that every child is healthy and more information about lunches and healthier options can be found on [www.schoolsfoodtrust.org.uk](http://www.schoolsfoodtrust.org.uk). Accusations have been made against mid-day staff that food has been removed. This has been investigated and the mid-day staff have informed me that no food has been removed, apart from an item containing nuts. The school, in line with the policy, will also inform you if it is felt that your child's lunch is repeatedly causing concern. This is because we have a duty of care to ensure that your child is prepared for a day of learning and the food your child consumes plays a factor in this.

If you would like to discuss this matter further, appointments can be made with myself or Mrs Hutchinson, the Head of School.

Yours sincerely,

Mrs Claire Collett  
Executive Headteacher

[www.emmausfederation.co.uk](http://www.emmausfederation.co.uk)

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