

Principal:
Emma Robins



8 March 2023

Dear Parent/Carer,

Whilst we have resolved most of the problems associated with the recent cyber incident, we are still experiencing some issues around the cashless catering system. This letter is to give you additional information about these issues.

The cashless catering system links directly to *Parent Pay*, which allows you to pay for your child's school meals. At the minute, there is a backlog of payments waiting to be put onto the system. These payments will appear on your *Parent Pay* in due course. It is therefore very important that you check *Parent Pay* and continue to put money onto your child's account regularly.

If you do not have a *Parent Pay* login please email finance@gra.hslt.academy with your child's name and year group. It is important that all parents / carers have a login as all financial transactions are carried out using this system.

Thank you for your patience in this situation.

Yours faithfully

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Principal

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