



26 September 2019

Dear Parents/Carer,

Assalaamu Alaikum (Peace be with you).

I pray that you are in the best of health.

As you may be aware, we no longer use Roomali as our caterers. They provided a great service to the school but based on feedback that we received both from pupils and parents we took the decision of recruiting our very own caterers.

I am aware that there was an incident on the 24th September where there was a shortage of food. I am confident that this won't happen again and I am regretful and apologise whole heartedly for this shortcoming. It was unacceptable.

Whilst there may have been some shortfalls in the gold standard that I want for pupils at TIBHS in these past few weeks, the rationale for the change was to offer a variety of healthier meals at better prices and with the time and energy we have invested in our own catering service, we intend to resolve these issues swiftly.

We are confident that having taken feedback from the pupils and the Parent Shuraa once again, we will be in the position to offer food to the gold standard that all our pupils will be pleased with. Our intention and rationale for the change in catering providers has always been to improve the experiences of our pupils and provide them with a world class service and for that very reason we are not making any profit on the food that we supply. We want the food we provide to be healthier, more wholesome and well suited to the appetite of young growing pupils.

I would also like to take this opportunity to make you aware of the new parking restriction zone around the school. There is clear signage around the school that indicates no loading, no unloading and no stopping. I kindly request that you avoid stopping in these areas. Unfortunately, if you do stop then you will be issued with a penalty notice. In order to avoid being fined, please utilise and park on the Grand Venue car park which we have fought hard to reserve for parents.

I am aware that it can become incredibly congested so if you wish to make arrangements with your son, for him to walk a little further in a safe place which is not unrestricted parking zone, then this is fine to do so.

We are looking at other ways we can support the traffic and that includes having a walking bus further away from school to help control the traffic. Once this has been organised we will be in touch with further details.

Should you have any problems or queries do not hesitate to contact me.

Yours faithfully

Mr Ditta

Principal

