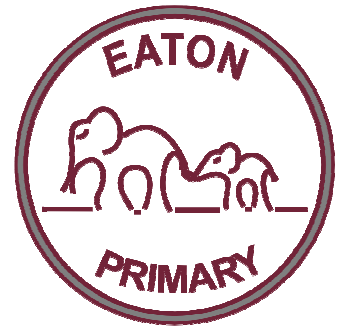


Eaton Primary School



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26th January 2012

Dear Parents & Carers,

In the summer term 2011 the Governor's agreed, as part of rolling out of the new uniform, that there would be a review to see how it was working prior to it being fully implemented in September of this year. It has been great to see so many children around the school wearing the new uniform and looking so smart, but on review there have been a few teething issues that we are in the process of resolving with the School Wear Centre.

The main issues highlighted to me have been around the quality of the uniform/ logo and the delay in receiving orders and service standards. Following a meeting with SWC, they have asked us to include this statement from them in our letter to you;

The Schoolwear Centre

First of all I apologise for the delays in supply and other problems parents experienced during the latter half of 2011.

The recession has led to difficult trading conditions within the school wear manufacturing industry, even the larger suppliers are regularly out of stock and we are experiencing delays on a regular basis. This caused significant disruption to ourselves and many other school wear retailers last summer and we have been working very hard over the last few months to put improvements in place to both the supply chain and within our store.

Everything we are doing is customer focussed to ensure that in 2012 all our customers have a vastly better service than in 2011.

In particular we are making changes to;

The shop queuing system at peak times

A collection only point till

An optional appointment system

A Pre order form

New processes, systems and procedures for customer orders

We are aware that there is some work to do to rebuild lost confidence with our customer base and we will be doing everything in our power to give you the best service in 2012.

*Ian Bird
Managing Director*

We are now working with the SWC to resolve the issues and the following actions by SWC have been agreed;

- All parents who are waiting for a uniform order will be contacted by the SWC in the next week to discuss their order and be reimbursed or size changed as they request.
- The SWC will have full availability of uniforms from **June 2012** so if you visit the shop after this date any item should be in stock.
- The SWC is looking into why some logos crinkle up and do not sit properly on the jumper and will resolve this issue.
- The SWC has reassured us that all faulty goods can be returned.

You are encouraged to contact them direct about any individual queries you have and hope that they will now be resolved quickly.

Some parents have been keen to adopt the new uniform and been frustrated by issues above and have bought alternative interim cardigans and sweatshirts, which is understandable and these will be acceptable until the end of this summer term. From September 2012 the school uniform needs to follow the policy, which can be located on our website within the Parent & Carers' page.

In order to make good use of the old uniform, I have been in contact with a charitable group who are visiting and supporting orphanages and schools in Eastern Africa - Uganda. Over the next months they are travelling from the UK and they have offered to take all uniform items which you will no longer need. If you wish to donate, please send in sealed parcels clearly labelled Ugandan Clothing to the school office. This group have also offered to come to our school and share their experiences and photos with our children on their return in the autumn term as well as establishing a link between our children and the African children which would be an invaluable learning opportunity to widen our children's understanding of the world.

Yours sincerely,

On behalf of the Governing Body,

Steve Portas