

24th March 2025

Dear Parent/Carer

Further to my letter on the 17th March please can I remind all parents that they should be activating their ParentPay account. Details have been emailed or posted out to parents. Thank you for those that have registered, on Friday this still stood at just over 500 students. However, this still leaves nearly 400 to register. I suspect this is due to large numbers of children not purchasing food at the current time, but you can still register now. Please do not hesitate to contact us if there are any problems activating your new account. We will be sending reminder directly to all the parents that are yet to activate their account.

If you have activated your parent pay account and your child is using the canteen, but you are yet to put on funds into the account I shall shortly be withdrawing the grace period. Debts will need to be cleared. This only impacts on a few parents which we will also write to separately.

URGENT SQUID REFUNDS

Parents must contact sQuid, via their account to ask for a refund.

Squid Card Limited communicated with all schools on 24th February to remind them of the upcoming changes and that parents must ask for refunds **before the 14th April and that, after that time, charges, as set out in the Terms and Conditions may apply. This clearly outlines that charges would not apply for obtaining a refund.**

I contacted you on the 17th March to tell you that contrary to what was communicated the following charges are being applied. A £10 administration fee will be charged on each account when a parent asks for a refund. If the account has less than £10 a parent cannot be refunded.

As you are aware I have found this to be grossly unfair, especially as they didn't not communicate that these charges would apply. However, despite me finally speaking to someone senior in the company they still refused to reverse their policy. By Friday this had made the education media <https://schoolsweek.co.uk/squid-give-us-back-our-money-parents-tell-closed-payment-provider/>. I have also reported the company to the Financial Conduct Authority.

At this moment in time, I believe it is probably best to get refunded what money you have in accounts now if you have more than £10 remaining.

Thank you for your continuing support.

Yours faithfully



Mr Lawrence Smith
Headteacher