

31 August 2023

Dear Parent/ Carer

Issue with Academy Ties

We hope this letter finds you well. We would like to address an issue regarding the academy ties that has come to our attention.

It has been noted that there has been a production fault with some of the academy ties. We have received feedback from parents and have also been in communication with the supplier regarding this matter. Unfortunately, some parents have reported receiving ties with only two stripes instead of the expected design with stripes running the entire length of the tie. Please refer to the image at the end of this letter for clarification.

If you have received a tie with two stripes, we kindly request that your child wears this tie for now.

We want to assure you that the supplier has taken full responsibility for this matter. They have informed us that new ties are currently being produced to correct this issue. Once these new ties are ready, the supplier will promptly send them out (they anticipate this taking 8-10 weeks). Upon receiving the correct ties, we will ensure that your child's faulty tie is replaced.

Please communicate to your child that this situation is being handled, and there will be no impact on the expectations for the school uniform. All staff members are aware of this issue and understand the steps being taken to resolve it.

We apologise for any inconvenience this may have caused and appreciate your understanding and cooperation in this matter. If you have any questions or concerns, please feel free to contact our school office.

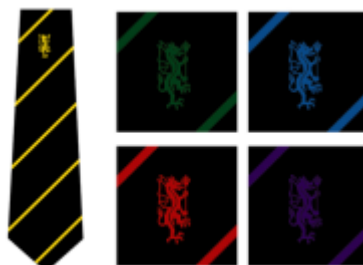
Thank you for your continued support.

Best wishes

Huish Episcopi Academy



Faulty Tie (two stripes)



Expected Tie Design