



Kirkburton Middle School

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9th September 2025

Dear Parents and Carers,

I hope this message finds you well.

I am writing to follow up on the recent communications regarding the issues with ParentPay balances and meal records. Firstly, I would like to sincerely apologise for the inconvenience and concern this situation may have caused.

We have recently transitioned to a new kitchen management system provided by Civica. Unfortunately, this system has not been functioning as expected, resulting in discrepancies between meals taken and the balances shown on ParentPay accounts.

Please be assured that we are treating this matter with the utmost urgency. Along with colleagues from the Trust, I have attended several meetings with a director from Civica to escalate the issue and ensure that it is being addressed at the highest level. Their engineers are actively working to resolve the problem, and we are pressing for a swift and permanent solution.

In the meantime, I want to reiterate our commitment to the wellbeing of every child. No student will be denied a meal due to account issues. All children will continue to receive their lunch as normal, and any who were previously unable to purchase items from the Burton Bistro due to balance errors will be supported accordingly.

I would also like to reassure you that once the issue is fixed, we will ensure all ParentPay accounts are an accurate reflection of the monies you have put on and the meals your child has taken. You will not lose any money as a result of this fault.

We are incredibly grateful for your patience and understanding as we work through these technical difficulties. We will continue to keep you updated and will notify you as soon as the issue is fully resolved.

On a completely separate note, I would like to say how wonderfully your children have settled into the start of the new school year – it really is great to see them back. Thank you for all your efforts in ensuring they arrive at school on time, looking extremely smart and with a smile on their face (mostly!).

Please accept my apologies once again about the issues with ParentPay and thank you as always for your ongoing support and understanding.

Yours sincerely,

Mr C Taylor
Executive Headteacher

