



Elmwood House, c/o Robert Blake & Elmwood School, Hamp Avenue, Bridgwater, Somerset, TA6 6AW

Subject: Apology for lunch time food service delivery issue

Dear Mary

We sincerely apologise for the disruption caused by the food service issue on the 26/01/2026, which resulted in children being sent home early.

We understand how unsettling this was for you and your families, and we are truly sorry for the inconvenience and disruption it created.

Providing the children with nutritious and safe meals is always our highest priority. While the situation was unexpected, we are taking immediate steps to prevent it from happening again.

This includes reviewing our delivery procedures, enhancing staff training, and implementing additional quality checks to ensure meals are consistently safe and reliable.

We want to reassure you that we are fully committed to providing a dependable and nurturing food service. Our goal is for every child to receive safe, nutritious meals without interruption, and we will continue refining our processes to meet that standard.

Thank you for your understanding and patience as we work to strengthen our service. We are committed to supporting your children and making sure their experience with us is positive

Warm regards,

Louise Spiller
Contracts Manager Bam FM