



**Mrs S Bridger**  
Headteacher

**Mr A J Reese**  
Chief Executive Officer

157 Walderslade Road,  
Chatham,  
Kent, ME5 0LP

Tel: 01634 861593  
Email: [office@greenacre.medway.sch.uk](mailto:office@greenacre.medway.sch.uk)  
Website: [www.sflt.org.uk](http://www.sflt.org.uk)

7 September 2021

Dear Parents/Carers,

## Parent Pay - Canteen Payments

As you are aware that from September we have been lucky to work with Independent Catering. They have been excellent in improving the quality of the food and options available to students. We now have an excellent breakfast offer, a catering van serving students on the back playground and serving station in the common room for our PGW students.

Unfortunately, during the first few days we have been experiencing ongoing issue with our till system with Civica. We have been working hard with both Independent and Civica to resolve these issues. This has unfortunately led to longer queues and some issues on Parent Pay accounts.

We want to resolve all issues that have been raised and would kindly ask that if you have experienced any payment issues then please can you complete the below Microsoft Form.

<https://forms.office.com/r/6dPBc8ki4h>

We will aim to resolve these issues as quickly as possible.

Thank you so much for your understanding at this time.

Yours sincerely

**Mrs K Pamphlett**  
Assistant Headteacher



# Greenacre Academy



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