



# Kingsmead School



A PARTNER ACADEMY IN JOHN TAYLOR MAT  
Headteacher: Mrs M Mincher, Bsc, NPQH

RESILIENT  INNOVATIVE  MINDFUL  EMPLOYABLE 

## **BTEC Sport/GCSE PE Top Update**

Dear Parents and Carers,

I am writing to sincerely apologise for the delay in delivering your BTEC Sport/GCSE PE tops. We understand the inconvenience this has caused and want to assure you that we are doing everything in our power to expedite the process.

The delay is due to issues with our supplier, whom we have been in constant communication with regarding your order. The complexity of our order, which includes a high quantity of stock (50+ items), an assortment of different sizes, and multiple printing and embroidery requirements, has contributed to this unexpected delay.

When we last contacted our supplier three weeks ago, they assured us of a 6–8 week delivery timeframe. We have been persistently following up with them, but unfortunately, their latest communication remains unchanged. They have informed us that they have had to reorder some sizes to fulfil the complete order to our specifications.

We want to assure you that we are treating this matter with the utmost urgency and are doing everything possible to accelerate the delivery. I have requested a partial refund to try and compensate the lost amount of time that students can wear their new top. We appreciate your patience and understanding during this time.

If you have any questions or concerns, please do not hesitate to contact us. We will keep you updated on any progress regarding your order: [j.moreton@kingsmeadschool.net](mailto:j.moreton@kingsmeadschool.net)

Thank you for your continued patience and understanding.

Yours faithfully,



Mr. J. Moreton  
Assistant Senior Leader