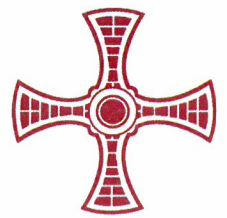




St Robert of Newminster Catholic School and Sixth Form College



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Head Teacher: Mr. D. Juric
Chair of Governors: Mr. G. Moorhouse

4th December 2020


Dear Parent/Carer

We have been made aware of an issue with ParentPay, which has caused some confusion. Up until now, students' ParentPay accounts have not displayed negative balances, once in debit. This has understandably led to some parents/carers believing their child's account to have funds in it, when in fact it had none or even a minus amount.

With effect from Monday 7th December, a credit limit of £11 will be added to all pupils' school meals accounts. This means that if a charge is processed against an account, which takes it into a negative balance, parents/carers will now be able to view exactly how far in debit the account is.

From the start of next term, if a student's account exceeds the £11 credit limit, it may lead to them being unable to purchase further school meals until the debt is cleared. If a parent/carer has difficulty making payments or clearing the outstanding balance, please contact your child's Head of House/ Head of Year (Sixth Form) to discuss this.

Yours faithfully


Mr D Juric
Head Teacher

