

Dear Parents and Students,

I write in relation to the problems we encountered with the journey from Hagley School on the afternoon service on 15<sup>th</sup> February 2019.

I would like to take this opportunity to express my sincerest apologies for the disruption to the service. I understand it has caused concern amongst some parents and students. We realise it inconvenienced parents and obviously had an effect on plans and schedules.

Please accept our apologies. We strive to operate these routes without these disruptions; and usually the service runs efficiently and well. From time to time however, we do encounter obstacles that prevent the services from running as they should.

We have been operating these routes now for more than 10 years; and appreciate the opportunity to serve Hagley Roman Catholic High School.

Due to the regular driver of HC3 being very unwell, we were unable to complete the journey home on the HC3.

As a direct result of this we contacted parents on the HC3 by text to notify them of the cancellation and asked for parents to come to collect their children if possible. For those students who had to travel by bus, we redirected the other three routes to ensure all students got to their stops safely.

We knew that in doing this we would be adding delays to the HC1, HC2 and HC4; however we had not anticipated the delays to be as long as they were.

Should any parent wish to discuss this further, please feel free to call me.

With Every Good Wish

Ravi

