February 2019

Dear Parents and Carers,

Arriva Bus Service

As you are aware the service provided by Arriva Buses can sometimes cause your son/daughter to be late for School. This matter has been raised by the School with Arriva and Hertfordshire County Council. However, it is important that you raise complaints with both organisations so that they understand the scale of the issue. [http://www.arrivabus.co.uk/contact-arriva/](http://www.arrivabus.co.uk/contact-arriva/)

In the circumstance that this service causes your son/daughter to be late we will not issue a consequence if they have an Arriva Bus note. This will make them exempt from the appropriate sanction, subject to the duty staff discretion.

In order to issue your son/daughter with an Arriva Bus Note, please send a letter to Student Services confirming that your son/daughter travels to School by bus, stating the bus route and starting point of your son/daughter’s journey. This procedure will be monitored regularly and we would ask for your assistance in ensuring that this is not used inappropriately.

Thank you for your support with this matter.

Yours sincerely

Student Reception