Dear Parents and Carers,

**Arriva Bus Service**

As you are aware the service provided by Arriva Buses can sometimes cause your child to be late for School. This matter has been raised with the Mayor’s Office and the Members of Parliament for Watford and South West Hertfordshire.

Arriva Bus services responded to our complaint and have assured us that they are monitoring the routes to and from School. With the introduction of the School’s new rewards and consequences policy it is essential that students are not punished for something which is out of their control. We will therefore, issue all students who travel using the Arriva bus service with a sticker for their planner making them exempt from the appropriate sanction if their late arrival is due to the bus service. Please note that this decision will be made at the teacher’s discretion.

In order to issue your child with the sticker for their planner I would be grateful if you would send me a letter via the school office confirming that your child travels to School by bus, stating the bus route and starting point of your child’s journey. This procedure will be monitored regularly and we would ask for your assistance in ensuring that this is not used inappropriately.

I would also ask that you action the following if you continue to experience problems with the bus service;

- Send a letter to Mrs Bains via the School Office outlining any concerns, stating the bus stop and the route number of buses used.
- Please log a complaint on the Arriva website every time your child experiences problems using this service for travel to School. This can be done via the contact us page on their website. [http://www.arrivabus.co.uk/contact-arriva/](http://www.arrivabus.co.uk/contact-arriva/)

Thank you for your support with this matter. Please do not hesitate to contact me should you have any questions.

Yours sincerely

Student Reception