

WH/RNM/CT PLUS

26th September 2017

Dear Parents/Carers

You will, like our school leadership, have been very disappointed by the recent decline in the quality of service provided by our bus operator CT Plus. CT Plus share these concerns and are taking the matter very seriously.

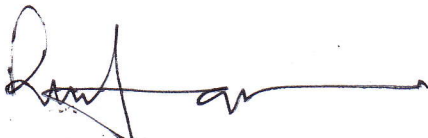
We are very clear about our expectations that in the morning the buses should arrive at Boston Spa Academy before 8.45am and that they should be on site and ready for students to board at 3.00pm. This has not always been happening, and on each occasion we have challenged the bus company on your behalf.

There have been unusual occasions, such as last night, where buses had to be provided by another company and whilst these ensured that students were returned home, the arrangement was far from satisfactory. We are very disappointed by this, and it does not meet our expectations in terms of the level of service.

This has not been a good start to the Academic year bearing in mind we were relatively happy with the service that CT plus provided last year. We have been reassured that action is being taken to make sure the difficulties experienced in the last few days are not repeated.

If I can be of any assistance for you in this, please do not hesitate to get in touch.

Yours sincerely



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