

We hope you enjoyed the break and we would like to welcome you all back to our 2022 Canteen Service.

Just a reminder to parents when placing lunch orders for their children to use the following guide when ordering.

- 1) Ensure your child is allocated to their correct class.
- 2) Ensure you receive an email confirmation after you have placed your order. If a confirmation is not received, there has been an error when placing the order.
- 3) Ensure you place the order before the cut off time and for the correct date of the lunch order day.
- 4) If paying by credit card, please ensure the cvc number is correct. The payment will bounce back if incorrect and the order will not be placed.

Our team does its utmost to ensure all orders are correct, however sometimes items can be missed. Can you please let your children know that should they be missing something from their order, they are to go back to the canteen staff who can assist your children with a replacement item.

These few checks will ensure the system and placement of the order is placed correctly and your child received the correct lunch order.

We appreciate your assistance with this and look forward to working you in 2022. Should have any further question, please do not hesitate to contact Christine on 0424654109 .

Cancelling Your Childs Lunch Order.

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If you have placed a lunch order for your child and they are unwell on the day of the order, please contact School 24 on

02 7251 6939

before 9:30am and your order will be allocated to the following week.

Unfortunately, if school 24 is not contacted by this time, it is too late to remove the order from the list and it will be processed.

We appreciate your understanding and please do not hesitate to contact us should you wish to discuss further.

Grievance Process

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At Fresh Meal Fairy our staff do their very best to ensure all the lunch orders placed by parents, go out to the students correctly however sometimes errors do occur.

Staff carry additional stock for those "just in case" moments and we ask parents to let their children know, if they are missing anything from their lunch order, to go back to the canteen staff who will do their best to rectify the error.

If you have a grievance that you would like to bring to our attention, please email us at schoollunchfairy@gmail.com so we can work with you to work through process to rectify the matter as timely as possible.

Please ensure to include in your email:

- The schools name
- The students name and class
- The issue at hand.

We appreciate your understanding and assisting us to continue to improve our systems and processes that ensures the best service is being provided to our customers.