



ABBOT'S LEA SCHOOL

Headteacher: Mrs Ania Hildrey, FCCT, B.Ed(Hons), M.Ed, NPQH, NPQEL



11 September 2026

Dear Families,

Ref: Important Update: Change of School Uniform Supplier

I am writing to inform you of an important change regarding Abbot's Lea School's uniform supplier.

Regretfully, despite having followed due process in the selection and appointment of our current uniform supplier, we have taken the decision to **cease using this supplier with immediate effect**.

This decision has not been taken lightly.

Despite being shown high-quality items at the time of commissioning, and assured of readiness to provide outstanding service, as well as checks conducted by the school, the supplier has failed to deliver on the initial offer.

Since the start of our relationship with the supplier, we have received an unprecedented volume of complaints and feedback from parents and carers regarding a range of issues, including:

- poor quality of garments;
- poor quality of embroidery not true to branding (logo)
- poor quality finishing;
- inconsistent and inaccurate sizing;
- poor stitching and garment construction;
- inadequate availability of items; and
- unsatisfactory customer service experiences.

We have raised these concerns directly and repeatedly with the supplier and received assurances that the problems identified would be addressed. Unfortunately, despite those assurances, many of the issues have persisted.

Your evidence shared with me was overwhelming and compelling.

We are therefore not prepared to continue with the current arrangement. Our students and families deserve a uniform service that is reliable, good quality and provides an appropriate standard of customer care.

I would like to **apologise unreservedly** to all families who have experienced difficulties. I fully appreciate the inconvenience, frustration and, in some cases, additional expense this may have caused. The experience has fallen significantly below the standard that I expect for our school community.

What should families do now?

Please do not place any new orders with the current supplier.

If you have received items that you believe are of unsatisfactory quality, I advise you to contact the supplier directly regarding a refund or other appropriate remedy in accordance with your normal consumer rights.

If you currently have an **outstanding order**, the supplier remains responsible for fulfilling that order. Alternatively, you may wish to contact the supplier to cancel your outstanding order and request a refund.

New uniform supplier and transition arrangements

I have already identified a **new, reputable local supplier**, and I will write to families shortly with full details of the new arrangements.

Alongside the change of supplier, there will be some **minor amendments to our school uniform**. This is to ensure that we have high quality items which do not trigger delay when ordered.

I want to reassure families that these changes will be introduced sensitively and with a generous phased transition.

There will be no expectation for families to immediately replace uniform they already own.

All existing Abbot's Lea School uniform currently held by families will continue to be accepted **until the end of the 2026–27 academic year**. This transitional period is intended to ensure that families are not placed under unnecessary financial pressure as a consequence of the change.

Further information about the new supplier, the uniform amendments, ordering arrangements and the transition period will follow in due course. Until then, please refrain from placing any new uniform orders.

I am very sorry that the service provided under the current arrangement has not met the standards our families rightly expect. Thank you to the parents and carers who have taken the time to share their experiences with us. Your feedback has been important in informing our decision.

Thank you, as always, for your understanding and continued support of Abbot's Lea School.

Yours sincerely



Mrs A Hildrey
Headteacher

