

9th September 2016

Dear Parents,

I am writing to apologise for the level of service that some of you have received from Price & Buckland.


As one of the leading schoolwear suppliers, we pride ourselves on the level of service we offer our schools and all their parents and pupils, but on this occasion we have badly let some of you down.

With the huge growth of schools wanting an online service, we have received an unprecedented number of phone calls and our telephone system has struggled to cope with some parents finding it hard to get through. Many parents have then tried to email us and we have taken far longer to respond than we should have done.

Over the coming months we will be investing heavily to up-date and expand all areas of our web service to ensure you receive a truly first class service.

I sincerely apologise for the frustration caused.

Yours sincerely,



Anthony Buckland
Joint Managing Director