



St Michael's

CofE Primary Academy

Principal: Mrs Kate Jackson
Lower Street
Tettenhall
Wolverhampton
WV6 9AF
01902 558845

10th September 2025

Important Update Regarding School Meal Balances

Dear Parent/Carer,

We would like to inform you that we are currently in the process of transitioning our school management information system from SIMS to Arbor. As part of this changeover, we are experiencing some technical issues with the integration between the new system and the School Gateway payment system.

As a result, your current balance account will not accurately reflect the meals your child has taken since the beginning of the school term from 3rd September. These transactions have not yet been deducted from your balance due to the ongoing syncing issues. We would ask that you keep track of the meals your child has taken in school to add payment to your account accordingly.

We are working closely with our technical team to resolve this matter as quickly as possible and appreciate your patience and understanding during this time.

If you have any immediate concerns or questions, please do not hesitate to contact the school office.

Yours sincerely

H-M Navratil

Mrs H-M Navratil
Vice Principal

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