



EST. 1884

10th September 2020

Dear Emmbrook Junior School Parents & Carers,

We hope your return to school has been going well.

Following conversations with your school, we are writing to you to address concerns you may have experienced with your new M&S Your School Uniform logo badges.

Your new school logo is a very detailed and intricate design. In fact, it is too complex to be embroidered directly onto fabric in the normal way as the detail would be obscured and overall appearance very compromised. We therefore have sourced a superior pre-embroidered badge, approved in conjunction with the school, which results in a higher quality finish with clearer fine details. As is the case however in mass scale embroidery production, fine lettering can often lose some precision. This has happened on some of your badges we received from our supplier so the letter "F" on the word "FLY" is not always clear.

Going forward, and in agreement with the school, we will monitor this much more closely and reject those badges where we feel the detail is too blurred. We are also looking at other new badge technology with our supplier for an even better finish.

You have also fed back to us that the white paper backing on the inside of the uniform where the badge has been attached to the garment is sometimes coming away. This backing is actually meant to be removed if desired and it does not mean the badge is damaged, so please do not be concerned.

We are delighted and proud to be your school's new uniform supplier and are committed to addressing any concerns you may have. We hope you will be assured of our firm resolve to providing you with the best quality uniform especially in these challenging times.

Kind Regards

Marks and Spencer Your School Uniform Team

Marks and Spencer plc

Registered Office:
Waterside House
35 North Wharf Road
London W2 1NW
Registered No. 214436
(England and Wales)