

FOI number: **HBC_FOI_20200201**
Date FOI Received: **03/03/2020**
Department: **Environmental Health**
Title: **Highwood Primary School complaints**
Description: **Complaints by parents and carers of children at Highwood Primary School in Bushey WD23 2AW from 2017 to present.**

Request: (As Redacted sent by requestor)

I would like to obtain all the complaints and concerns what was received and registered (paper base/ over the phone/ electronically) by Parents and Carers of Highwood Primary School in Bushey WD23 2AW regarding their children from the year 2017 until present under the Freedom of Information act.

Response: (Response as Redacted sent by service)

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

REQUEST FOR SERVICE PRINT - REFERENCE

Produced on 26-May-2017

Ref	00000068429	Date Recd	
Category	FOOD	Time Recd	
Type	Complaints - Hygiene of Premises	Out of Hours?	<input checked="" type="checkbox"/>
Priority	normal		
Input By		Master	<input checked="" type="checkbox"/>
Input Date		Master Ref.	

Request about

Site Address Highwood Primary School Mead Way Bushey Watford WD23 2AW

Requestor Address	Source Status	Telephone
	Home Phone	
	Work Phone	
	Mobile	
	Email	

Details Email received -

Taken By		Response	Target
Passed To	Commercial Team	Action	
	General EH	Complete	

Date	Officer	Action	Notes	Review	26-May-2017
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26-May-2017

Email received

Dear Sir/Madam

Highwood Primary School

My daughter would like to have packed lunch (it would save me a small fortune), but I can't bring myself to let her have packed lunch while they are still storing packed lunches outside the portacabin classrooms in mini green houses (see picture enclosed) with the cover on. I queried this with the school when I sent my first email. I am in the food preparation trade so to keep children's lunches outside in this temperature for several hours is bad enough without the addition of a green house affect. I appreciate this is only temporary until the children move back into the main school in September but it is not acceptable for the last couple of months of term in this temperature.

I would really appreciate if you could make contact with the school and advise that storing packed lunches is not satisfactory.

Many thanks

