

FREQUENTLY ASKED QUESTIONS FOR PARENTS / GUARDIANS

1. *WHY IS MEDICAL CORRESPONDANCE REQUIRED?*

Medical correspondence confirming the allergy is required to ensure ultimate safety of your child by providing complete transparency of their food allergies or intolerances between all parties involved. It also gives us an indication of tolerance levels and possible reactions to look out for meaning we can provide a much more concise menu for your child.

2. *WHAT HAPPENS TO THE INFORMATION I PROVIDE?*

The special diet request form along with medical correspondence and a photograph of your child will be kept strictly confidential and in line with the Data Protection Act. Once your child no longer requires a special diet or leaves school the information will be destroyed.

3. *HOW LONG DOES THE SPECIAL DIET PROCESS TAKE FROM START TO FINISH?*

From the moment the special diet team receive a special diet request with all required correspondence there is a maximum turnaround time of 3 weeks.

4. *WHAT FOOD DO I PROVIDE MY CHILD WHILST WE ARE WAITING ON A MENU?*

Whilst awaiting the special diet menu we can provide your child with a suitable jacket potato option alternatively they should bring in a packed lunch from home.

5. *WHAT IF THE SPECIAL DIET MENU DOESN'T MEET THE TASTE PREFERENCES OF MY CHILD?*

The special diet menus are used across a number of schools, by a number of different pupils therefore it is impossible for us to safely cater for individual likes and dislikes. The special diet menu will consist of one hot main meal in addition to any suitable jacket potato options so the pupils will always have a choice

6. *CAN I SEND IN FOOD FROM HOME TO BE PRODUCED IN THE SCHOOL KITCHEN?*

We believe our special diet menus are balanced and varied and offer our pupils an excellent food offer that meets their needs therefore there is no required need for you to send in food from home. We understand that in extreme medical conditions where food choice can be extremely limited (e.g. PKU) that specialist foods are provided on prescription to families, in such cases we will work with families on an individual basis.

7. *DOES CHARTWELLS CATER FR ANY ALLERGY OR INTOLERANCE?*

Every special diet request will be considered however there may be rare occasions when we have to reject a special diet request based on safety concerns for the pupil. For example if the pupil has a high volume of allergies or intolerances that's makes providing a balanced menu impossible or if the pupil's allergies are so highly sensitive the production risk is too great. Any decision to reject a special diet is not taken lightly.

8. *WHO SHOULD I TELL IF MY CHILD NO LONGER REQUIRES A SPECIAL DIET MENU?*

If your child no longer requires a special diet menu please inform your schools catering manager straight away.