

**FREQUENTLY ASKED QUESTIONS**

**1) WHY IS MEDICAL CORRESPONDANCE REQUIRED?**

Medical correspondence confirming the allergy is required to ensure ultimate safety of the pupil by providing complete transparency of their food allergies or intolerances. 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 the pupil.

**2) WHAT IF THE PARENT / SCHOOL WONT PROVIDE A MEDICAL NOTE?**

For the safety of the pupil and Chartwells staff special diet requests submitted without a medical note will not be processed.

**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 IS THE PUPIL PROVIDED DURING THE THREE WEEK TURNAROUND TIME?**

Whilst the pupil is awaiting their special diet menu they can be provided with a suitable jacket potato option or alternatively bring in a packed lunch from home.

**5) WHAT IF THE PUPIL DOESN'T LIKE A RECIPE INCLUDED ON SPECIAL DIET MENU?**

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 suitable jacket potato options so the pupils will always have a choice.

**6) CAN THE PARENT 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 parents 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) WHAT DOES 'MAY CONTAIN' MEAN ON PRODUCT LABELS?**

Manufacturers use 'may contain' warnings on product labels to warn consumers of a risk of cross contamination during the production stage of an unwanted allergen in the final product. Chartwells policy is that we will ask treat such warnings as 'contains' to reduce the risk to our special diet pupils. Any special diet menu will remove products with 'may contain' declaration for the appropriate allergen.

**8) IS THERE ANY ALLERGY OR INTOLERANCE CHARTWELLS CAN'T OR WON'T CATER FOR?**

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 pupils allergies are so highly sensitive the production risk is too great, this decision is not taken lightly.

**FURTHER INFORMATION**

- Anaphylaxis Campaign [www.anaphylaxis.org.uk](http://www.anaphylaxis.org.uk)
- Allergy UK [www.allergyuk.org](http://www.allergyuk.org)
- NHS [www.nhs.uk](http://www.nhs.uk)

**CHARTWELLS SPECIAL DIET REQUEST FORM**

*This form is to be completed by the parent / guardian or unit manager once a special diet menu is required and sent to the Chartwells special diet team.*

*To ensure ultimate transparency this request form must be supported with medical correspondence or the request will not be processed. Parents / guardians should attach an up to date photograph of their child to help with identification. All information will be kept strictly confidential.*

*Please note there is a 3 week turnaround for all new special diet requests*

PUPIL INFORMATION	
Pupil Name:	
Year Group:	
Allergies / Intolerances:	
PARENT INFORMATION	
Parent / Guardian name:	
Contact Telephone:	
CHARTWELLS INFORMATION:	
Unit Name & Number:	
Unit Manager:	
Contact Telephone:	
Regional Manager:	
Date Requested:	

**SPECIAL DIET MENU APPROVAL**

*Once a proposed menu is received the parent / guardian should sign & date below to confirm approval of menu:*

PRINT:

SIGN:

DATE:

*Please attach a photograph of your child alternative a copy can be emailed.*