

Dear Parent or Carer,

We recently introduced a new allergen declaration process within SchoolGrid. We recognise that our communication in July may not have reached all families, for which we apologise. The purpose of this email is to share the process with you to help you provide the information we need to support your child's meal arrangements.

To support this transition, parents and carers only need to complete the allergen declaration process if their child is new to SchoolGrid this academic year or their child's food allergies have changed since last year.

For pupils who were already registered on SchoolGrid last academic year and whose food allergies have not changed, we will continue to use the allergen information previously provided.

Going forward, all new pupils joining SchoolGrid and any changes to an existing pupil's food allergies must be recorded through the allergen declaration process.

How to complete a declaration

1. Log in to your child's SchoolGrid account.
2. Go to **Food > Allergens**.
3. Select the relevant allergens. If your child's allergy or intolerance is not listed, provide clear details in the **Other allergens** field.
4. Upload the required supporting evidence and a recent photograph of your child.
5. Select **Submit for Review**.

Please use this same process whenever your child's allergy or intolerance information changes. Declarations and updates must come directly from a parent or carer.

Please do not enter general dietary preferences, such as vegan, pescatarian in the "Other allergens" field. This is also not the place to notify us of any religious dietary requirements.

If you wish to submit dietary preferences/ religious dietary requirements please email the customer care team on customercare@imapctfood.co.uk, and they will add these to your child's account.

What happens next?

Your declaration will be reviewed centrally. While it is being reviewed, your child will be placed on a restricted menu within SchoolGrid.

If we need further information, we will let you know. Once the declaration is approved, our Operations team/Nutrition Team will allocate an appropriate allergen menu where required. Please allow for up to 5 working days. If your child has complex requirements may take up to **10 working days** to process.

Please note that when your child is allocated a new menu or removed from the restricted menu, all placed orders will be cancelled to allow you to take advantage of the greater variety in the allocated menu. Please check your child's menu and existing meal orders after submitting a declaration and following any menu change. **You will need to place new orders if previous orders have been cancelled.**

Need help?

If you need support completing the declaration, do not have the requested evidence, need a dietary note adding or have a question about your child's menu, please contact:

CustomerCare@impactfood.co.uk
0345 350 3934

Please also continue to inform your school directly about your child's allergens and medical needs and any changes.

Thank you for helping us support your child to eat safely and confidently.

Kind regards,
Customer Care Team
Impact Food Group