

Dear Parent/Carer,

We have an important **update to the allergen declaration process within SchoolGrid**, which may affect your child.

Whether your child is starting school or returning for another year, if they have a food allergy or an allergen-related dietary requirement that you have not yet informed us about, please log in to your SchoolGrid account and complete an allergen declaration form. This is an important step in helping every child eat safely and confidently.

To complete a submission, simply:

- Log in to your SchoolGrid account.
- Go to **Food > Allergens**.
- Select your child's allergy or dietary requirement from the list or provide further details in the text box.
- Upload the required supporting evidence.
- Upload a recent photograph of your child.
- Submit your request for review.

Once your request has been submitted, your child will be placed on a restricted menu while our support team reviews the information. This helps ensure that only suitable meal options are available until the review has been complete.

Following the review:

- Our nutrition team will allocate an allergen menu onto your child's Schoolgrid account, where required, ensuring that suitable meal choices are available. Please note for complex allergen needs this may take up to 10 working days.
- If further information is required, you will receive a notification explaining what is required before the declaration can be approved.

This process must be used for all new allergen declarations and whenever your child's allergen information changes. It ensures that updates come directly from you and are reviewed consistently.

If you need any assistance, please contact Customer Care.

Kind regards,

Customer Care Team

Customercare@impactfood.co.uk

0345 350 3934