Dear Parent/Career,

Re: Managing your child's dietary requirements at school mealtimes

We are writing to you as the contract caterers at your school. At Chartwells, the safety of the pupils we cater for is our number one priority. We want to ensure that those children with medically diagnosed allergies or intolerances can enjoy a safe, balanced meal alongside their peers in school.

We would like to take this opportunity to provide some more information about our medical diet process.

If you would like your child to follow a Chartwells medical diet menu, adapted to your child's requirements, then there are three initial steps to complete:

1. **Complete the Chartwells Medical Diet Request Form**
2. **Provide professional medical evidence to support the request**
    - This may be a doctor/dietitian note or letter, official medical care plan or professional medical document referencing the medical diet diagnosis. Such as a previous letter from the allergy clinic.
    - Alternatively, a medical support form signed by a medical professional, such as doctor/dietitian
3. **Provide a recent passport style photo of your child** for identification purposes at mealtimes

Completed documentation should be returned to: chartwellslondon.medicaldiets@compass-group.co.uk

For customers who have fully completed Chartwells medical diet menu request process Chartwells will provide either:

A. Our **'Allergy Aware' menu** for children with allergies to one or more of the fourteen legal allergens, such as milk, gluten and egg. The 'Allergy Aware' menu has been carefully adapted by our recipe development chefs, who work hard to ensure it remains as closely aligned to the main school menu as possible, meaning that children can enjoy eating the same or similar meals together.
B. A **bespoke medical diet menu** for children with other allergies or medical requirements.

Please note whilst a medical diet menu is being prepared, Chartwells can provide a jacket potato with suitable topping and seasonal fresh fruit for dessert as an interim measure.

Where customers have not fully completed the Chartwells medical diet menu request process (including the provision of adequate medical evidence) Chartwells will offer a jacket potato with suitable topping and fruit for dessert as an interim measure until all relevant information has been received.

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Please note that if you do not wish to be provided with a Chartwells medical diet menu, you understand that you take full responsibility for your child's own menu choices. In this instance, you do not need to submit a medical diet request to Chartwells and Chartwells will not monitor or control your child's meal choices or identify your child at meal times.

We are able to provide allergen reports declaring the presence of the fourteen legal allergens for all Chartwells recipes on current menus, in line with the Food Information Regulations. If you wish to review these at any time, please ask the kitchen team or request them from your local Chartwells contact.

I hope this reassures you that we are doing all we can to ensure your child can enjoy eating safely with Chartwells and wish you a healthy and happy new term.

Yours faithfully,

Chartwells

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