

Frequently Asked Questions

My child does not like some of the dishes on the special menu, can I ask for the menu to be amended?

We are unable to accommodate personal preferences as this can cause confusion and increase the risk of error.

My child is only allergic to wheat, not all gluten.

We produce over 30 different menus for children requiring special diets for medical reasons. Unfortunately we are unable to split this down any further as it would become unmanageable in our kitchens.

My child can have egg, baked as an ingredient, but not raw or whole.

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Can I provide my own products?

We believe that our menus meet the requirements for most allergen free diets. However, if it is considered appropriate for a specific dietary need to supply products from home, HCL will accept items that do not require temperature control. Any high risk protein items that require either fridge or freezer storage will not be accepted.

My child only wants lunch on a special promotional/theme day, what should I do?

HCL has a stringent allergen process that we follow for pupils who regularly have a school lunch. Unfortunately we are unable to provide individual allergen menus for children who only have the occasional meal. For each theme day menu we produce an allergen declaration sheet, which is available from the school on request, allowing parents to make an informed decision as to whether the menu is appropriate for their child. Please note however that we cannot always guarantee that the choice of specific dishes is available to the end of service.

We will not be able to guarantee a specific meal. The only exception to this is Christmas Lunch, where a form can be completed in advance, stating a child's needs, and we will attempt to accommodate.

My child regularly has an allergen free school lunch, what happens on theme/promotional days?

The Cook at your child's school will either ensure that the promotional menu is appropriate or serve your child a dish that is on their pre-agreed menu.

Why do I have to have medical evidence?

Withdrawing a food group from a child's diet should always be monitored by a health professional. Doctors should be aware of relatively minor intolerances because they could be indicative of other intolerances. HCL needs to be fully aware of potential symptoms and, if necessary, carry out a risk assessment. Evidence from a medical professional (which can include GP, Hospital Consultant or Registered Dietitian) also ensures that we provide special menus for those who really need it and not to accommodate personal preferences. It also ensures that food groups are not removed from a child's diet as a result of diagnosis from operatives who are not medically trained.

How do I scan the medical evidence?

If you have access to a printer with a scanning facility then this should be straightforward. If not, we will accept photos of the medical evidence but please ensure that each page is photographed individually and ensure that it is clear to read on receipt.

If my child requires a special menu for both cultural and medical reasons which route do I take?

Please click on the medical menu button and click "Allergens not listed" then indicate, where asked, what the requirement is. e.g. Pork Free and Dairy Free.

My child requires a vegetarian menu, do I need to apply on line?

No you do not need to apply on line. A vegetarian choice is available on a daily basis so no application is required.



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Special Diets

Does my child need a special diet menu?

HCL offer specifically adapted menus in line with our mainstream offer for selected food allergies, intolerances or cultural choices.

We have created a brand new, on-line application service that simplifies the process of requesting a Special Diet Menu.

All new applications for Special Diet Menus are required to follow this process. Pupils currently following a HCL special menu will be required to re-register their application.

Our new system will make it much easier for parents or guardians to apply for a Special Diet Menu, which will mean that children can start enjoying school meals sooner.

**APPLY
ONLINE**



Excellence in Education Catering

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