

NEW Client Review Allergy Process - How parents submit



This guide covers the full process for parents on how to add allergies and dietary requirements onto their account and how to submit proof.

1 Navigate to <https://app.schoolgrid.co.uk/schoolaccount>

The screenshot displays the 'Your Account' page in the SchoolGrid app. At the top, there's a navigation bar with the SchoolGrid logo, 'Order Meals', 'Food', and 'Account' dropdowns. The user is logged in as 'Kerry Non Allergy'. Below the navigation bar, the page title is 'Your Account' with an information icon, followed by 'Kerry Langton (SG New Features Training Site)' and a 'Log Out' button. The main content area is divided into three tabs: 'Account Summary', 'School Information', and 'Other Accounts'. Under 'Account Summary', there are three account cards: 'Kerry Allergy Test Account' (Reception), 'Kerry Non Allergy Test Account' (Reception), and 'Kerry Allergy Test Account' (Leaver). Each card shows the payment method and the remaining food balance. To the right of the account cards, there is a list of help topics with question icons: 'How do I change my email address or password?', 'How do I check my orders?', 'Can I pay by cash or cheque?', 'How does Direct Debit on SchoolGrid Ltd work?', 'How do I view recipes?', and 'How do I view account items?'. A note above the help topics instructs the user to select 'Account' from the menu and then select the 'Change email/password' option.

Order Meals Food Account Kerry Non Allergy

Your Account Kerry Langton (SG New Features Training Site) Log Out

Account Summary School Information Other Accounts

Kerry Allergy Test Account Reception

Payment: Cash

Remaining Food Balance: £0.00

Kerry Non Allergy Test Account Reception

Payment: Free

Remaining Food Balance: £0.00

Kerry Allergy Test Account Leaver

Payment: Cash

How do I change my email address or password?

Please select 'Account' from the menu above and then select the 'Change email/password' option.

How do I check my orders?

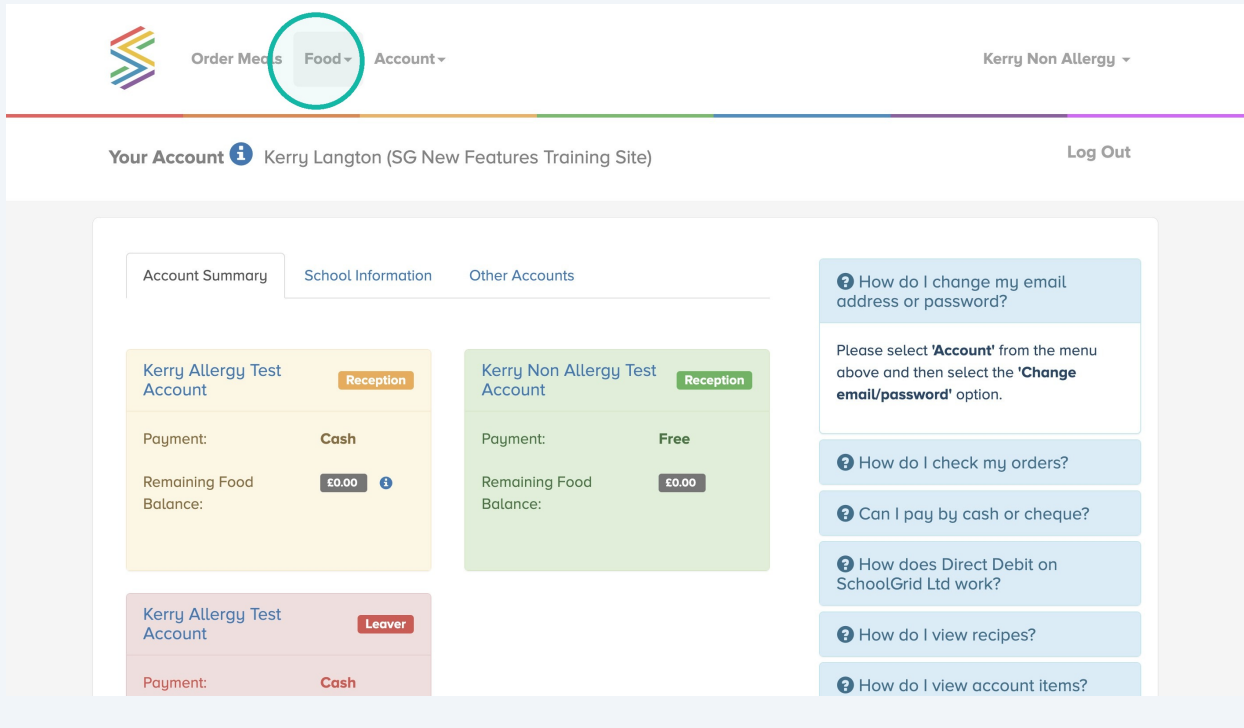
Can I pay by cash or cheque?

How does Direct Debit on SchoolGrid Ltd work?

How do I view recipes?

How do I view account items?

2 Click "Food"



The screenshot shows the SchoolGrid website interface. At the top, there is a navigation bar with a logo on the left, followed by links for "Order Meals", "Food", and "Account". The "Food" link is circled in green. To the right of these links is a dropdown menu showing "Kerry Non Allergy". Below the navigation bar, there is a section for "Your Account" with a user icon and the name "Kerry Langton (SG New Features Training Site)". A "Log Out" link is located to the right of the account information. The main content area is divided into two columns. The left column contains three account summaries: "Kerry Allergy Test Account" (Reception), "Kerry Non Allergy Test Account" (Reception), and "Kerry Allergy Test Account" (Leaver). Each summary shows the payment method and the remaining food balance. The right column contains a list of help links, including "How do I change my email address or password?", "How do I check my orders?", "Can I pay by cash or cheque?", "How does Direct Debit on SchoolGrid Ltd work?", "How do I view recipes?", and "How do I view account items?".

Order Meals Food Account Kerry Non Allergy

Your Account Kerry Langton (SG New Features Training Site) Log Out

Account Summary School Information Other Accounts

Kerry Allergy Test Account Reception
Payment: Cash
Remaining Food Balance: £0.00

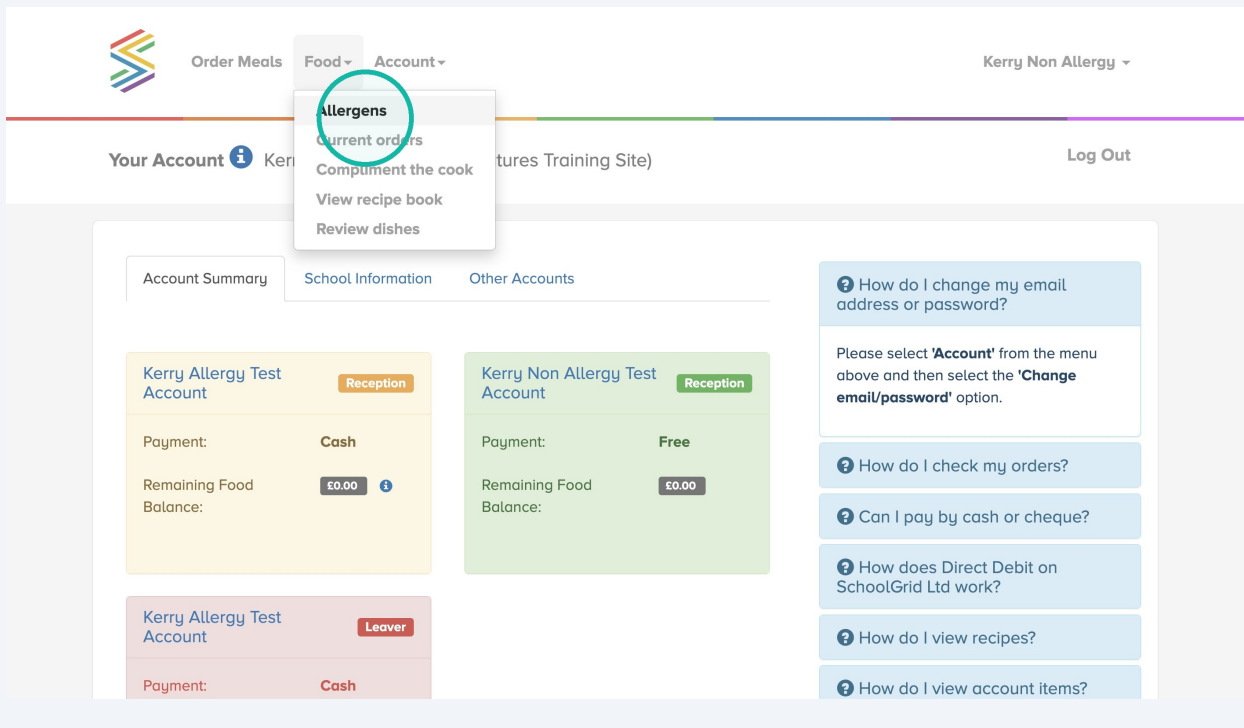
Kerry Non Allergy Test Account Reception
Payment: Free
Remaining Food Balance: £0.00

Kerry Allergy Test Account Leaver
Payment: Cash

How do I change my email address or password?
Please select 'Account' from the menu above and then select the 'Change email/password' option.

How do I check my orders?
Can I pay by cash or cheque?
How does Direct Debit on SchoolGrid Ltd work?
How do I view recipes?
How do I view account items?

3 Click "Allergens"



The screenshot shows the SchoolGrid website interface with the "Food" dropdown menu open. The "Allergens" option is circled in green. The dropdown menu includes links for "Current orders", "Compliment the cook", "View recipe book", and "Review dishes". The rest of the page content is identical to the previous screenshot.

Order Meals Food Account Kerry Non Allergy

Your Account Kerry Langton (SG New Features Training Site) Log Out

Account Summary School Information Other Accounts

Kerry Allergy Test Account Reception
Payment: Cash
Remaining Food Balance: £0.00

Kerry Non Allergy Test Account Reception
Payment: Free
Remaining Food Balance: £0.00

Kerry Allergy Test Account Leaver
Payment: Cash

Allergens
Current orders
Compliment the cook
View recipe book
Review dishes

How do I change my email address or password?
Please select 'Account' from the menu above and then select the 'Change email/password' option.

How do I check my orders?
Can I pay by cash or cheque?
How does Direct Debit on SchoolGrid Ltd work?
How do I view recipes?
How do I view account items?

4 Tick the box for any of the Key 14 allergies for the child.

Allergens

Submit for Review

☒ Celery	☐ Crustacea	☐ Egg	☐ Fish
☐ Lupin	☐ Milk	☐ Molluscs	☐ Mustard
☐ Peanuts	☐ Sesame seeds	☐ Soya	☐ Sulphur dioxide

☐ **Gluten (all)**

☐ Barley	☐ Cereals	☐ Kamut	☐ Oats
☐ Rye	☐ Spelt	☐ Wheat	

☐ **Nuts (all)**

5 If the child has any other allergies out with the key 14, or dietary requirements such as Vegan etc, tick the Other Allergens button and enter these in the "Other allergens" field.

☐ Almonds	☐ Brazil nuts	☐ Casheews	☐ Hazelnuts
☐ Macadamia	☐ Pecans	☐ Pistachio	☐ Walnut

Please note, we are unable to block the ordering of dishes containing these other allergens. By clicking on the name of the recipe, you can view its ingredients and make your own informed choices.

☒ Other allergens

Dietary Requirements

☐ This child is diabetic.

Parents can view recipe carbohydrate information and staff will be shown to serve this pupil an exact portion at lunchtime.

Documentation Required

6

Parent will need to upload proof of allergy and a photo of the child. There is a list of what can be accepted for the parent to upload as proof and also requirements for the photo.

In order for the caterer to review the allergen and dietary information which has been updated they will require medical documentation and a photograph of your child, which can be used for identification purposes, to be uploaded here.

1. Proof of the Allergy:

Acceptable Documents Include:

- **Doctor's Note or Medical Certificate:** A signed document from your child's doctor which clearly states your child's name and their allergies.
- **Allergy Test Results:** Official lab reports from an allergy test that include your child's name and a diagnosis of their allergies.
- **Prescription or Medication Records:** If your child has been prescribed medication for the allergy, such as an EpiPen or antihistamines, you may upload a prescription slip with the child's name and allergy information.
- **Screenshot of the NHS App**
- **The Allergy Action Plan**

Unacceptable Documents:

- **Handwritten Notes:** Notes written by a parent or guardian or non-medical professional without official documentation.
- **Test Results Without Clear Allergy Diagnosis:** Allergy test reports that do not explicitly mention the diagnosis of an allergy.
- **General Health Records:** Documents that are unrelated to the allergy, such as immunization records or general health check-ups.

2. Up-to-Date Photo of the Child

Requirements for the Photo:

- **Clear and Current:** The photo should be recent (taken within the last 6 months) and clearly show your child's face to ensure easy identification at meal times.
- **Well-Lit and Focused:** Ensure that the photo is taken in good lighting, with no shadows or blurriness. Your child's face should be fully visible.

Unacceptable Photos:

- **Outdated Photos:** Photos taken more than 6 months ago or that no longer resemble your child's current appearance.
- **Group Photos:** Photos where your child is not the sole focus, such as group or family photos.
- **Obscured Face:** Photos where your child's face is partially covered by hats, sunglasses, masks, or any other object.
- **Low-Quality Photos:** Blurry, pixelated, or overly dark photos that make it difficult to identify your child.

7

Click "Upload File" and choose the file for the allergy/dietary proof.

Unacceptable Photos:

- **Outdated Photos:** Photos taken more than 6 months ago or that no longer resemble your child's current appearance.
- **Group Photos:** Photos where your child is not the sole focus, such as group or family photos.
- **Obscured Face:** Photos where your child's face is partially covered by hats, sunglasses, masks, or any other object.
- **Low-Quality Photos:** Blurry, pixelated, or overly dark photos that make it difficult to identify your child.

How to Upload Your Documents:

1. **File Types:** We accept JPG, PNG, and PDF formats for both the medical evidence and photo.
2. **File Size:** Ensure that the file size does not exceed 5MB for each upload.
3. **Privacy:** <https://impactfood.co.uk/privacy-notice>

If you have any questions or need further clarification, please contact safety@impactfood.co.uk

Documents:

Upload File

Photograph:

(No. of Images: 0 Max Images: 1 Max Size: 3 MB)

Drag and drop files here, or click to select files manually.
(Optional)

Select File

Submit for Review

8

Click "Select File" and choose the file for the photograph of the child.

• **Low-Quality Photos:** Blurry, pixelated, or overly dark photos that make it difficult to identify your child.

How to Upload Your Documents:

- File Types:** We accept JPG, PNG, and PDF formats for both the medical evidence and photo.
- File Size:** Ensure that the file size does not exceed 5MB for each upload.
- Privacy:** <https://impactfood.co.uk/privacy-notice>

If you have any questions or need further clarification, please contact safety@impactfood.co.uk

Documents:

[Upload File](#)

How to Make a SchoolGrid Card
Payment esenda (1).pdf

Photograph:

(No. of Images: 0 Max Images: 1 Max Size: 3 MB)

Drag and drop files here, or click to select files manually.
(Optional)

[Select File](#)

[Submit for Review](#)

9

Click "Submit for Review".

• **Low-Quality Photos:** Blurry, pixelated, or overly dark photos that make it difficult to identify your child.

How to Upload Your Documents:

- File Types:** We accept JPG, PNG, and PDF formats for both the medical evidence and photo.
- File Size:** Ensure that the file size does not exceed 5MB for each upload.
- Privacy:** <https://impactfood.co.uk/privacy-notice>

If you have any questions or need further clarification, please contact safety@impactfood.co.uk

Documents:

[Upload File](#)

How to Make a SchoolGrid Card
Payment esenda (1).pdf

Photograph:

(No. of Images: 1 Max Images: 1 Max Size: 3 MB)

Drag and drop files here, or click to select files manually.
(Optional)

[Select File](#)

[Submit for Review](#)

10 Click "Continue".

The screenshot shows a web form for uploading documents. A modal window is open, displaying an allergen declaration. The modal contains the following text:

times where possible.

The caterer declares allergens if they are intentionally added to a product, however, they do handle the following 14 listed allergens in their kitchens.

- Gluten (wheat, barley, rye, oats)
- Milk
- Egg
- Soya
- Fish
- Sulphites
- Mustard
- Sesame
- Celery
- Lupin
- Crustacean

The caterer only uses the intended products and allergens in their meals, as specified by their recipes. All meals are prepared in the same kitchen, and are therefore at risk of unintentional cross contamination. Where the caterer's food suppliers have indicated possible cross contamination risks, they also declare their allergen 'may contain' risks.

Please note that the caterer does not use Tree Nuts, Peanuts or Molluscs in their kitchens.

At the bottom of the modal, there are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red circle.

11 A notice is shown on the homepage that the allergen review is in progress and the child has been placed on a restricted menu.

The screenshot shows a user account page. At the top, there is a navigation bar with the following links: "Order Meals", "Food", and "Account". The user's name, "Kerry Non Allergy", is displayed on the right.

Below the navigation bar, the page title is "Your Account" followed by "Kerry Langton (SG New Features Training Site)". A "Log Out" link is on the right.

A yellow notice box is prominently displayed, stating: "Kerry Non Allergy Test Account allergen review in progress - currently on a restricted menu". This notice is circled in red.

Below the notice, there are two tabs: "Account Summary" (selected) and "School Information".

The "Account Summary" tab shows two accounts:

Account Name	Payment Method	Remaining Food Balance
Kerry Allergy Test Account	Cash	£0.00
Kerry Non Allergy Test Account	Free	£0.00

On the right side of the page, there is a sidebar with a list of frequently asked questions (FAQs):

- How do I change my email address or password?
- How do I check my orders?
- Can I pay by cash or cheque?
- How does Direct Debit on SchoolGrid Ltd work?
- How do I view recipes?
- How do I view account items?

- 12 You can view the restricted menu by going to "Order Meals". Only the options from the restricted menu will show.

Order Meals Food Account Kerry Non Allergy

Order Meals Kerry Non Allergy Test Account (Reception) Log Out

W/C: Monday 20 July 2026 Show Full Menu Show Fat Allergy Management

Thursday, 23 Jul Unable to order after 8:55 am

Mains (for order)

☐ Jacket Potato (Choice)

Friday, 24 Jul No order

Mains (for order)

☐ Jacket Potato (Choice)

- 13 Once the catering team complete the review of the allergy upload, parents will be made aware. If rejected, it will show a message and the note from the catering team why the allergy upload has been rejected by the caterer and asks them to resubmit.

Order Meals Food Account Kerry Non Allergy

Your Account Kerry Langton (SG New Features Training Site) Log Out

Kerry Non Allergy Test Account allergen documentation has been rejected (Reason: Not correct documentation. Please upload one of the approved documents.). Please resubmit

Account Summary School Information Other Accounts

Kerry Allergy Test Account Reception

Payment: Cash

Remaining Food Balance: £0.00

Kerry Non Allergy Test Account Reception

Payment: Free

Remaining Food Balance: £0.00

Kerry Allergy Test Account Leaver

Payment: Cash

Remaining Food Balance: £0.00

How do I change my email address or password?
Please select 'Account' from the menu above and then select the 'Change email/password' option.

How do I check my orders?

Can I pay by cash or cheque?

How does Direct Debit on SchoolGrid Ltd work?

How do I view recipes?

How do I view account items?

How do I ask for more help?

What are my account access levels?

14

If it is rejected, just click Food > Allergens and follow the process again, ensuring the correct documentation is uploaded/make any changes the caterer has asked for on the rejection notice.

The screenshot shows the SchoolGrid user interface. At the top, there is a navigation bar with 'Order Meals', 'Food', and 'Account' menus. The 'Food' menu is open, and 'Allergens' is highlighted. Below the navigation bar, there is a header section with 'Your Account' and 'Kerry Non Allergy Test Account'. A red notice box states: 'Kerry Non Allergy Test Account allergen documentation has been rejected (Reason: Not correct documentation. Please upload one of the approved documents.). Please resubmit'. Below this, there are three tabs: 'Account Summary', 'School Information', and 'Other Accounts'. The 'Account Summary' tab is active, showing three account cards: 'Kerry Allergy Test Account' (Reception), 'Kerry Non Allergy Test Account' (Reception), and 'Kerry Allergy Test Account' (Leaver). Each card displays 'Payment: Cash' and 'Remaining Food Balance: £0.00'. On the right side, there is a 'Log Out' button and a list of help links.

15

If it's approved, the yellow notice advising the review is in progress will no longer show on the homepage.

The screenshot shows the SchoolGrid user interface. At the top, there is a navigation bar with 'Food' and 'Account' menus. The 'Account' menu is open, and 'Allergens' is highlighted. Below the navigation bar, there is a header section with 'Your Account' and 'Kerry Langton (SG New Features Training Site)'. A red notice box is visible. Below this, there are three tabs: 'Account Summary', 'School Information', and 'Other Accounts'. The 'Account Summary' tab is active, showing three account cards: 'Kerry Allergy Test Account' (Reception), 'Kerry Non Allergy Test Account' (Reception), and 'Kerry Allergy Test Account' (Leaver). Each card displays 'Payment: Cash' and 'Remaining Food Balance: £0.00'. On the right side, there is a 'Log Out' button and a list of help links.

16

When you go to Order Meals, it will show the new menu assigned by the caterer team, whether this is a regular menu, or a special diet menu, such as Gluten Free etc. If it is a regular menu with some dishes containing the key 14 allergens that has been added for the child, will be blocked from ordering and show **Allergen** in red.

The screenshot shows the 'Order Meals' web interface. At the top, there is a navigation bar with the 'Order Meals' link circled in green. Below the navigation bar, the user is logged in as 'Kerry Non Allergy Test Account (Reception)'. The main content area displays the menu for Thursday, 23 Jul, with a status of 'Unable to order after 8:55 am'. The menu lists four mains for order: Cheese Pizza, Pepperoni Pizza, Quorn Dippers, and Jacket Potato (Choice). The first two items are marked with a red double asterisk and the word 'Allergen' in red. The menu for Friday, 24 Jul, is also visible, showing a status of 'No order' and listing five mains for order: Cheese Pizza, Pepperoni Pizza, Fish Fingers, Quorn Dippers, and Jacket Potato (Choice). The first two items are also marked with a red double asterisk and the word 'Allergen' in red.

Order Meals Food Account Kerry Non Allergy

Order Meals Kerry Non Allergy Test Account (Reception) Log Out

W/C: Monday 20 July 2026 Show Full Menu Show Fat Allergy Management

Thursday, 23 Jul Unable to order after 8:55 am

Mains (for order)

- ☐ Cheese Pizza ****Allergen****
- ☐ Pepperoni Pizza ****Allergen****
- ☐ Quorn Dippers
- ☐ Jacket Potato (Choice)

Friday, 24 Jul No order

Mains (for order)

- ☐ Cheese Pizza ****Allergen****
- ☐ Pepperoni Pizza ****Allergen****
- ☐ Fish Fingers
- ☐ Quorn Dippers
- ☐ Jacket Potato (Choice)