

General

Dolce does not offer credit and asks for all SchoolGrid accounts to be kept in credit at all times, by parents and staff. However, we do accommodate a three meal 'emergency' zone for incidents such as damaged or forgotten packed lunches, parents forgetting to top up their account etc.

Procedures

When a pupil account has fallen out of credit, and into debt, a reminder email will be sent directly to the parent, via email, advising them to 'top up'. They will receive an email for each meal taken, where they have no funds and are using the three meal credit limit (maximum of three emails).

Once a pupil's account has reached their three meal limit, their account becomes frozen and Dolce will no longer continue to supply school meals.

What happens next?

The next options will be:

- For the parent to clear their account before lunchtime service (school will need to call the parent)
- To bring in a packed lunch (In addition to the SchoolGrid email, school will need to advise the parent)
- The school to authorise, and pay for, the 'fourth' meal (please see below)

Dolce will not provide a meal to the pupil over and above the three meal emergency allowance, unless the school authorises and agrees to pay for the additional meal.

The cooks have been informed not to supply a child with a meal unless it has been authorised by the school. It is important to maintain a consistent message as receiving contradictory instructions (from the school v Dolce) can make the workplace very stressful.

If any party does not agree to this policy they must contact customer care for further discussion.

No meal will be issued to a child if it has not gone through the SchoolGrid system.

Any Dolce member of staff who has been asked to feed a pupil without seeing their preorder on the screen, must take this up with their area manager on the same day, with details of the pupil and the request from the school.

Meals given away without charge will result in a higher food cost, and by the economics of catering, this rising cost will eventually result in all meals becoming more expensive to parents and the school, over the term of the contract.

In addition, we cannot serve meals without going through the SchoolGrid system, as our allergy protection procedure will be bypassed and this will put the pupil at risk.

Authorising Meals

Every morning, the school office will receive a daily update email containing a list of students requiring authorisation.

To proceed, the office staff can either click the link provided in the email or access the Authorise Meals tab located in their SchoolGrid dashboard.

Upon selecting this tab, the list of students in need of authorisation will be displayed. There are two options available:

Auto-authorise: This option will automatically charge the meal to the school's account without triggering the 'office' message at service. These meals will automatically be added to every child on the list, every day.

Manual authorisation: Office staff can manually authorise the meal by selecting the corresponding checkbox upon request.

To avoid upset and embarrassment for the pupil, this process should be completed before lunchtime service on the morning of the meal to be taken. If this is not complete, the following will happen.

During lunch service, if a student has outstanding payments due, they should follow the usual process by selecting their name.

However, instead of the standard pop-up, a specific message will appear due to their outstanding balance. Pressing the pedal will return them to the lunchtime screen without any charges applied. It is expected that the student will then seek authorisation from the school office.

The school would then need to go to the homepage on SchoolGrid to authorise the meal (as above).

No pupil should be served anything other than their pre-ordered meal, as it appears on the screen. Unless a meal is authorised by the school, then the pupil's allergens will not be displayed on the screen and a meal must not be served.

If the school has a policy of feeding all pupils, then they should follow the above Dolce Unpaid Meals Policy, to ensure that this happens and that all provided meals are paid for. If the school does not follow this procedure then Dolce cannot feed that pupil and the school will need to look at an alternate provision, until their account returns to credit.



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