

Do's and Don'ts when making a complaint

Do

- Keep receipts — This is not essential but is helpful.
- Make a note of when and where you bought it.
- Keep perishable food under temperature control — especially if your complaint involves decomposition or "off" smells and tastes.
- Read the label for best before and use by dates, and instructions for use. If you use food that is out of date, or in a different manner to that required by the instructions, you can expect problems.

Ring the Food Hotline on 0115 931 6030 and talk to an officer.

Don't

- Be tempted to handle or pull out any "foreign object" found in the food - leave it in place.
- Leave it where someone else might eat it. Do put it in a clean plastic bag and seal it.
- Throw the packaging away.

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If the Environmental Health Officer decides that legal proceedings are not appropriate, for example, because there is not a good chain of evidence, or because the Company have taken all the steps they can to ensure the incident cannot occur again, you may be asked if you are happy to allow your name and address to be released to the company so that they can make their own apologies.

Large print, taped or other language versions of all or any part of this leaflet can be made available on request. Please telephone 0115 931 6030.

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Erewash Borough Council

EREWASH



Food Safety EL10

Making a food complaint

Food Complaints

No matter how good a manufacturer, or supplier of food is, there may be occasions when something goes wrong and the food sold is not acceptable to the customer.

What are the options?

1. The shop, manufacturer or supplier

Complaints may be made direct to the shop or supplier. It may be more appropriate to complain direct to the shop or manufacturer in the following circumstances.

Although you are not satisfied with the product, you are not unduly concerned about it and merely want your money back.

You are not certain when you purchased the product, or you are not sure where and how you stored it.

2. Environmental Health or Trading Standards

These two agencies have the power to enforce food laws.

Trading Standards deal with:-

- Chemical contamination of food and improper use of additives;
- Composition of food e.g. sausages must contain a minimum percentage of meat
- Adulteration of food;
- Labelling offences, and misleading claims;
- Quality and nature of food e.g. Cod sold as Haddock.

Trading Standards can be contacted on 01629 580000.

Environmental Health deals with:-

- Complaints that could give rise to injury or illness;
- Food that clearly contains something that should not be found in it e.g. a glass, metal, insects;
- The nature of the complaint indicates poor hygiene e.g. plaster in the food;

The Environmental Health Section can be contacted on 0115 931 6030.

Complaining to the Environmental Health

You can discuss the nature of your complaint and the appropriate course of action with an Environmental Health Officer.

The Environmental Health Section will not seek any compensation on your behalf. If you want compensation you will need to pursue your own civil legal action.

In making a complaint to the Council you must agree that any food or article relating to the complaint becomes the property of the Council and should note that it may be destroyed or damaged in the process of analysis or examination.

The process of investigation can take a number of weeks. When the Environmental Health Officer has gathered all the necessary information they will decide if legal proceedings are appropriate.

Please note that in most cases legal proceedings can only be taken if you are willing to make a statement and act as a witness in court.

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