

# Food Safety Conversation No19: Food Incidents & Enforcement

## Key Learning

## What You Need To Know



Dealing with customer food safety complaints is important in order to provide good customer service and investigate and prevent further incidents. Confidently dealing with a food safety enforcement visit will directly affect the Food Hygiene Rating awarded at the end of the visit

- Typical causes of food safety complaints include:**
- Allegations of Food Poisoning - Where a customer suspects illness from eating unfit or contaminated food
  - Foreign Body Contamination - The physical contamination of food by a foreign body object
  - Food Allergen / Intolerance - An allergic reaction or intolerance to a particular type of food consumed
  - Product Miss-labelling - Where a food item is incorrectly advertised / labelled as something else
  - Viruses - Where customers have reported food poisoning type symptoms but may be infected with a food bourn illness, e.g. Norovirus



- Dealing with food safety incidents:**
- Always take the details of any customer complaint, noting their name, contact information, date, time, accurate details of the food eaten and details of any illness or physical injuries sustained.
  - Report any customer complaint immediately to the Unit Manager or Head Chef and record all customer complaints on the HSE reporting system (AIR3) to ensure appropriate escalation to the Operational Management team and HSE Manager.
  - Undertake a full investigation of all food safety complaints using the appropriate checklist to ensure the route cause can be determined and prevented in future

- Managing Enforcement Officer visits:**
- Environmental Health Officers will visit food businesses either routinely to undertake spot checks and issue a Food Hygiene Rating (FHR) (not Ireland) or visit following a complaint made by a customer regarding an incident.
  - EHO's will look at 3 main areas to determine the Food Hygiene Rating – Food Safety Procedures / Structure & Cleanliness / Confidence in Management



## HACCP Stages

## Colleague Validation

## More Information

- Date code & labelling
- Temperature records
- Training records

1. Describe the typical causes of food safety complaints made within food premises?
2. List the main things you would need to note down when being informed of a food complaint?
3. How would you report food safety incidents?
4. Who would visit your premises to undertake routine food safety inspections?
5. What are the 3 areas of food safety compliance an EHO would look at to determine your Food Hygiene Rating?

More information can be found within the **Good Hygiene Practice Guide No: 19 Food Incidents & Enforcement** and the HSE website