



Do you wish to make a Food Complaint?

What is a food complaint?

A food complaint can be about:

- Foreign objects found in food e.g. glass, insects.
- Food which may be contaminated by chemicals e.g. disinfectants, detergents.
- Food which may cause or have caused illness after consumption (vomiting, diarrhoea), potentially as result of keeping it at the wrong temperature, incorrect re-heating, or cross contamination. Food may not even appear 'off'.

Note: most food borne illnesses (gastro) occur 24 to 72 hours after the food is consumed, so the offending food is rarely the last thing you ate.

To lodge a food complaint, follow these steps:

- Contact Central Goldfields Environmental Health Department as soon as possible.
- It is recommended that the suspect food be kept and not returned to the store where it was purchased. If you return the food a full investigation can not be completed. (By all means still notify the store)
- Do not remove foreign objects from the food.
- Keep all perishable foods refrigerated or keep frozen foods in the freezer.
- Try to keep any labels or any packaging.
- Make note of when and where you brought the food, and when it was first opened for use.
- Keep your proof of purchase (if you still have it).
- If you have an illness, see a doctor as soon as possible.

What happens next?

When you lodge a food complaint with Environmental Health, the following may occur:

- An Environmental Health Officer will normally visit the food premises alleged to be implicated.
- The food may be analysed if required. (Provided it is kept)
- You may be required to complete a three day food history.
- In the case of food poisonings, you may be required to provide a faecal sample for analysis.
- The complaint may need to be forwarded to another authority for further investigation.
- If the matter is referred to court you may be required to appear.

The Environmental Health Officer will advise you of the final outcome of the complaint. If you have any further questions or you wish to lodge a complaint please call Environmental Health on **(03) 5461 0647**

Food complaints relating to:

Dairies should be directed to Dairy Food Safety Victoria (www.dairysafe.vic.gov.au) or Meat Premises (such as butchers, poultry and fish) should be directed to PrimeSafe (www.primesafe.vic.gov.au).