

## **Customer Information Regarding Food Complaints**

When you submit a food complaint it will be investigated under Food Safety Legislation.

This information sheet briefly describes how this Department will deal with your complaint.

The Environmental Services Department will not seek compensation/redress on your behalf, whatever the outcome of the investigation and will only investigate complaints if they have public health implication.

If appropriate, the Officer dealing with your complaint will contact either the shopkeeper or manufacturer of the food item and ask them to comment on and/or view the complaint. The local Environmental Health Department responsible for the manufacturers premises may also be contacted to investigate and make further comment.

The Public Analyst/Microbiologist may be asked to examine and report on the nature of the complaint, this may result in destructive testing of the article and therefore the resultant correspondence and investigation may take several weeks.

All food complaints are treated seriously and investigated thoroughly. Legal action against the shopkeeper/manufacturer may not be appropriate. It may be the investigation has not revealed the exact source of contamination, or the company has good quality assurance (checking) systems in place and could claim a 'due diligence' defence. This means that they took all reasonable precautions and legal action under the Food Safety Legislation is unlikely to be successful.

If legal action is considered appropriate you will be asked to sign a Witness Statement and may be required to appear as a witness in court.

If no legal action is taken, with your permission the Officer dealing with your complaint will release your details to the manufacturer/shopkeeper in order that they may contact you with an explanation and possibly a refund.

If you have any queries or require information please do not hesitate to contact:-

*Mr Steve Haslam – Regulation Manager*

*Amber Valley Borough Council, Environmental Services, P O Box 17, Town Hall, Ripley, Derbyshire, DE5 3BT*

*Direct Line Telephone Number: 01773 841308*

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