Food Safety Team

Summary of Policy on Complaint Investigations

The authority received 513 complaints, referrals and enquiries in 2011-2012, this rose to 731 in 2012-2013 and rose further to 1009 in 2013-2014. These related to issues including potentially unsafe food, complaints about food premises and complaints about labeling.

As our resources are limited complaints will be investigated in accordance with the applicable operational policy and standard operating procedures. Priority will be given to complaints with the following features:

- There is evidence of a serious risk to health.
- There is suggestion of fraudulent practices.

The authority will give a response to all complaints and a desktop review will be carried out but any decision of further investigation will be based on professional judgment by the duty officer, or where appropriate the team leader.

On site investigations will generally be carried out where:

- The business has a poor history of compliance.
- An inspection of the business is overdue.
- There has been a history of similar complaints.
- Food related illness has been microbiologically confirmed.
- The complaint is of a particularly serious nature, there is a suggestion of fraudulent activity.

Some onsite investigations may be deferred until the next routine inspection e.g. labeling complaints which do not pose food safety concerns.

On site investigations will generally not be carried out in the following circumstances:

- Single allegations of food related illness (except where the business has a poor history of compliance or is already overdue for an inspection).
- Hygiene complaints where there is a good history of compliance and the premises is not overdue for intervention.
- Complaints where the issue concerned does not represent a breach of legal requirements such as staff not wearing gloves.

Should you have any concerns please contact the case officer in the first instance or alternatively you may contact the Team Leader, Matthew Morris on 020 8825 7791 or morrism@ealing.gov.uk

If you would like to provide feedback on the service you have received from Ealing Council please complete our short survey at https://www.surveymonkey.com/s/VDCLP
If you would like to make a complaint about the service you have received from Ealing Council and have been unable to resolve your concerns informally with the case officer or the Team Leader, information on how to make a complaint is available at:

http://www.ealing.gov.uk/info/100004/council_and_democracy/516/complaints