

EAST DUNBARTONSHIRE COUNCIL
HOUSING & PROTECTIVE SERVICES

**POLICY ON FOOD
COMPLAINTS**

**RECORD OF DOCUMENT REVISION
FOOD COMPLAINTS POLICY**

Revision Status	Date of Revision	Revision Description	Signature
2	16 th January 2007	Changes to policy to reflect changes in Food Law and The Food Law: Code of Practice & Practice Guidance (Scotland)	

EAST DUNBARTONSHIRE COUNCIL

HOUSING & PROTECTIVE SERVICES

POLICY ON FOOD COMPLAINTS

1.0 SECTION ONE - POLICY OBJECTIVES

- 1.1 The objective of this policy is to ensure that all food complaints referred to this Service are investigated in a fair and consistent manner and that the outcomes achieve the aim of protecting the health and consumer interests of our clients.

(The Policy on Food Complaints has been approved by Development & Environment Committee of East Dunbartonshire Council on 16/01/07)

2.0 SECTION TWO - POLICY SCOPE AND PURPOSE

- 2.1 The scope of this policy includes food complaints referred to this Service by our clients.
- 2.2 Clients include members of the public, elected members and other Local Authorities where the food subject to the complaint originates within this Service's enforcement area.
- 2.3 For the purposes of this policy a food complaint encompasses any food which is unfit for human consumption or not of the nature, substance or quality demanded by the consumer.
- 2.4 This policy also applies to foods which do not comply with food standards requirements.

3.0 SECTION THREE - PURPOSE

- 3.1 The purpose of this policy is to ensure that all food complaints referred to this service are investigated to:
- ◆ resolve problems which may pose a risk to public health and/or compliance with food standards and labelling requirements,
 - ◆ provide a service to our clients,
 - ◆ fulfil the Council's duty of enforcement,
 - ◆ prevent future complaints.

4.0 SECTION FOUR - INVESTIGATION OF FOOD COMPLAINTS

- 4.1 In the first instance any complainant wishing to have a food complaint dealt with has the option to:

- (a) Deal with their complaint on a civil basis by corresponding with the vendor/supplier/manufacturer concerned directly, or
- (b) To request that this service deals with the matter in terms of its statutory powers.

4.2 Where the matter is investigated by this Authority, such an investigation will be in accordance with the Service's food complaints procedure.

4.3 Where a client makes a food complaint to another Authority in relation to food originating from East Dunbartonshire Council's area, then the matter shall be investigated by this Service in accordance with the food complaints procedure.

4.4 Where a client makes a food complaint to this Service, in relation to food originating outwith East Dunbartonshire Council's area, the matter will be forwarded to the relevant authority for investigation. It should be noted that this service is the Enforcing Authority for complaints originating within the area of East Dunbartonshire.

4.5 Where another Authority requests assistance in the investigation of a food complaint which originates from a premises based in East Dunbartonshire Council's area, but where the food is sold in another Authority's area then this complaint will be investigated in accordance with this Service's policy on Home Authority Principle and food complaints procedure.

5.0 SECTION FIVE - ENFORCEMENT ACTION

5.1 Following the investigation of any food complaint, any enforcement action which may ensue will be in accordance with the Service's Enforcement Policy for Food Safety Legislation.

6.0 SECTION SEVEN - STATEMENT IN RELATION TO POLICY REVIEW

6.1 This Policy will be reviewed at least once per year by the Principal Officer - Food Safety.

6.2 The review will have regard to all new Legislation, The Food Law Code of Practice and Practice Guidance which concern food safety enforcement action.