

HOW DO I MAKE A COMPLAINT

There are two ways of making a complaint to the Environmental Health department.

- Contact your local Environmental Health Office log on to www.hse.ie for detail.
- You can log your complaint with the Food Safety Authority of Ireland on Lo-call 1890 336677 or via their website www.fsai.ie. They in turn will pass your complaint onto the relevant Environmental Health Office.



WHAT HAPPENS NEXT?

- An investigation will be carried out on foot of your complaint which may include an inspection of the premises, samples being taken, food business records being inspected.
- Arising from legal constraints any information gained by virtue of inspections carried out following complaints cannot normally be disclosed.
- The HSE cannot make any commitment as to whether or not an enforcement action will be taken as a result of your complaint.
- Where applicable the EHO will contact you to inform you that an investigation into the complaint has occurred.

For further information on food safety issues please contact your local Environmental Health Officer or log on to www.fsai.ie or www.safefoodonline.ie



HSE
ENVIRONMENTAL
HEALTH

**COMPLAINTS
ABOUT
FOOD BUSINESS**

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Have you seen unhygienic practices in a food premises?

If so contact the Environmental Health Service to report your Complaint



WHY YOU SHOULD MAKE A COMPLAINT

Food premises are inspected by Environmental Health Officers (EHOs) working for the Health Service Executive (HSE). As part of their daily duties, EHOs routinely deal with complaints about food premises reported by concerned members of the public. It is very important if you have a complaint regarding a food business that it is brought to the attention of the Environmental Health service, so that it can be investigated. If other people report similar problems your report may help highlight an ongoing lapse in food safety.

COMPLAINTS ABOUT FOOD BUSINESS

Complaints are often received from members of the public about poor hygiene standards in food premises. Examples of these complaints include

- poor personal hygiene by staff members,
- foods exposed to contamination
- labelling issues e.g. foods not adequately labelled
- dirty premises
- rodent sightings,

Whether buying food in a local shop or eating out in a restaurant, you are entitled to expect that management is committed to good food safety practices. Everybody is also entitled to bring any lapses of hygiene to the attention of management

If you do not receive a satisfactory response or if you believe you may have become ill from eating a certain food, you should contact the local Environmental Health Officer.

If you are complaining about a food premises some details will be required from you. This will include your contact details, name and address of the food business, date and time of your visit to the food premises, exact nature of complaint and whether or not you have brought it to the attention of management.