Complaints and Food Poisoning

If you have bought food and have found something in it such as glass, plastic metal or insects you can:

1. take the food back to the store where you bought it. They should give you a refund and report the matter to the supplier or manufacturer for them to investigate
2. tell the supplier directly (the address will be on the outer packaging)
3. contact us for our investigation. If do this you will need to:
   - protect the food by wrapping and storing it under suitable temperature control (fridge or freezer)
   - contact us as soon as possible, leaving your name, address, telephone number for us to contact you on.

Food Poisoning

If you believe the food has made you ill we may ask you to supply a faecal sample and will give you the necessary pot and form. You will need to:

- tell us where you purchased the food
- give us the receipt and packaging if possible.

We will then investigate to see whether the producer of the food has taken the necessary steps to make safe food and to stop it from happening again.

We cannot arrange for compensation as this is a civil matter between you and the supplier or manufacturer of the food.

If you have experienced food poisoning we may be notified by your GP or through the hospital or directly through you contacting the service.

Incorrect Labelling

If you think that the food is incorrectly labelled, or the labelling is misleading you can contact us to investigate this.

Labelling matters will usually dealt with centrally where the food is manufactured, imported or packaged and we can assist by referring the matter to the relevant enforcement agency. Investigation may be required and we will advise you of how your complaint will be dealt with.

If you have experienced food poisoning we may be notified by your GP or through the hospital or directly through you contacting the service.

Report Your Complaint

To make a complaint about any of the above please use our online form.