

# Customer Complaints

## Why are customer complaints important?

There are a number of reasons why taking notice of customer complaints can be important:

1. They are a good way of monitoring the quality of food you produce.
2. They help in assessing the quality of your suppliers.
3. By acting on complaints you can stop mistakes being repeated in future. It takes a long time to build up a good reputation, it's a lot quicker to get a bad one!
4. The **Food Safety (General Food Hygiene) Regulations 1995** require proprietors of food businesses to identify potential food hazards, decide which of these hazards need to be controlled to ensure food safety and then put into place effective control and monitoring procedures to prevent the hazards causing harm to consumers. A system to monitor complaints will help to identify hazards which you will then be able to control in future.

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## **Why record customer complaints?**

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It clearly demonstrates that measures are in place to monitor your food safety hazard system even though written records are not necessarily a legal requirement.

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## **What type of complaint should I record?**

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It is suggested you log all complaints relating to food you have sold, in particular, those involving:

- Physical contamination - hair, glass, metal etc.
- Chemical contamination - cleaning materials, pesticides etc.
- Bacterial contamination - food poisoning, souring etc.
- Food sold outside of it's date code.

You may also decide to log complaints relating to customer

service or the premises themselves - don't be afraid to learn from how others see your service.

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# **Customer Complaints**

## **How to complete the customer complaint records**

Please see  
below and  
follow the  
easy to  
use step  
by step  
guide.

**Step 1**

Each time a complaint is received the record sheet should be fully completed.



**Step 2**

First, record the complaint details. The name and address of the complainant may become important at a later date so make sure you note them down whenever possible.



**Step 3**

The “**Nature of complaint**” box should be used to record the reason for the complaint.



**Step 4**

Next write down the food details. If you have not produced the food yourself note information given on the packaging, including any names and addresses, sell-by or best before dates and any manufacturer codes.



**Step 5**

Note what action was taken as a result of the complaint.



**Step 6**

Regularly review the complaint records to see if there are any recurring themes. Examples could include several complaints about foods you receive from a particular supplier or cooked by a particular chef.

# Customer Complaint Record

Complaint details				Nature of complaint (reason for dissatisfaction)	Product details (packaging, date codes, manufacturer etc.)	Action taken
Date	<b>5/5/96</b>	Time	<b>12.25p.m.</b>	Meal cold	Sausage , chips and peas	Replacement meal given. Checked hot holding cabinet - not working correctly. Engineer called, repaired on 6/5/96.
Complainants name	<b>Miss Take</b>					
Complainants address	<b>Not given</b>					
Received by	<b>PRT</b>					

Date	<b>31/5/96</b>	Time	<b>9.45 am</b>	Used plaster in meat and potato pie  Baked into pie filling.	Manufacturer - Simon Pies Ltd Date Code 1-6-96 Packaging Code 11-45-ALS-96 Delivered by Simon's Pies on 30/5/96.	Meal replaced. Contacted supplier. Not first complaint he has received.  Cancelled order and new supplier contacted.
Complainants name	<b>Miss D. Meaner</b>					
Complainants address	<b>2, Somewhere St Fleetwood</b>					
Received by	<b>PRT</b>					

Date	<b>10/6/96</b>	Time	<b>2.30 pm</b>	Mr Jones claims he's suffering from food poisoning. Had diarrhoea, vomiting, fever yesterday.	Mr Jones ate chicken and chips at about 12.15 on 8/6/96. Mrs Jones had cheese salad and has been OK.	Notified RBK&C Environmental Health Dept. They arranged to have Mr Jones tested and confirmed it was not food poisoning. Phew!
Complainants name	<b>Sam &amp; Ella Jones</b>					
Complainants address	<b>1, Agar Avenue,</b>					
Received by	<b>DRF</b>					