



Facility Name: \_\_\_\_\_

Department: \_\_\_\_\_

Policy No: \_\_\_\_\_

## STANDARD OPERATING PROCEDURE

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### Responding to a Foodborne Illness Complaint

**Policy:** All restaurant employees will respond to a complaint of a foodborne illness promptly and will show concern for the individual making the complaint.

**Procedure:** When a complaint is received related to a foodborne illness, employees will:

1. Indicate concern for the individual and let that person know that the complaint will be referred to the restaurant manager.
2. Contact the restaurant manager if she/he is onsite.
3. If the restaurant manager is not on site write down the information about the complaint using the **Foodborne Illness Incident Report**.

The restaurant manager will:

1. Talk with the individual making the complaint. Get basic information required to complete the **Foodborne Illness Incident Report**.
2. Try to resolve the complaint in house.
3. Remove all food from service. Store suspected food item in refrigerator in separated, dated container labeled "DO NOT EAT".
4. If a foodborne illness outbreak is suspected call the local Health Department to report the possibility of an outbreak and obtain assistance with the foodborne illness investigation.
5. Document:
  - a. Symptoms
  - b. Names and phone numbers and address of customers and employees affected
  - c. Physician's names and phone number
6. Work with the media should they become involved.

Policy last revised on: \_\_\_\_\_