



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

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

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

## STANDARD OPERATING PROCEDURE

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### Responding to a Physical Hazard Found in Food

**Policy:** All restaurant personnel will respond to a complaint of a physical hazard found in food promptly and will show concern for the individual making the complaint.

**Procedure:** Employees involved in the production or service of food must observe the following procedures when a foreign object or physical hazard is found in food.

1. Apologize for the inconvenience of finding a foreign object in the food.
2. Determine if the foreign object did any harm to the individual, such as broke a tooth, cut, etc.
3. Take the customer to the manager if there was physical harm to the customer.
4. Save the object and the box/bag from which it came, if known.
5. Record the manufacturer, codes, and dates listed on the box.
6. Report the incident to the restaurant manager, so appropriate follow-up can be done.

The restaurant manager will:

1. Gather information about the foreign object in food from person affected, staff member preparing or serving food, and anyone else who was affected.
2. Complete the **Physical Hazard Incident Report**.
3. Follow up as necessary.
4. File corrective action in HACCP file.