

SECTION 8 - DUE DILIGENCE

DD/01: Customer feedback

1.0 Introduction

- 1.1 The customer feedback procedure has been designed to aid the effective reporting of food that does not meet safety or quality standards, irrespective of whether it has been discovered during preparation, service or as a direct result of customer feedback.
- 1.2 This procedure shall be implemented when food has been identified as being affected by one or more of the following:
- physical contamination e.g. glass, string, wood, metal, plastic, cigarette ends, plasters, stones, insects, rodent droppings, bodily fluids etc.
 - chemical contamination - for example; cleaning agents, pesticides, transfer of metals from cooking vessels to food, perfume, aftershave etc.
 - bacterial contamination - where ready-to-eat foods may have come into direct contact with raw foods such as; meat, poultry, fish and vegetables and there is reason to believe that such food has become contaminated with either blood, juices and/or soil.
 - unfit food - for example; food that is decomposed, discoloured, slimy, mouldy, smells off or food that is out-of-date.
- 1.3 All customer complaints shall be handled in an appropriate and timely manner to prevent a recurrence or further customer dissatisfaction.
- 1.4 On receipt of a complaint the manager should not accept liability in any way, but should reassure the customer that a full investigation will take place and that any findings will be communicated to the customer.

2.0 Action to be taken following a customer complaint

- 2.1 This procedure must be used in respect to dishes produced on-site and products bought in.
- 2.2 Upon receipt of a customer complaint the recipient should gather as much information as possible, using the form **DD/02: Customer feedback report - food safety**.
- 2.3 Any affected food shall be retrieved along with the contaminant, if appropriate; such food must be labelled and isolated in readiness for further investigation.
- 2.4 The person dealing with the complaint must inform their immediate line-manager.
- 2.5 The appropriate manager must decide whether or not the issue presents a serious threat to other customers, if there is potential for further complaints then the affected food must be withdrawn from use and/or sale, labelled, isolated and secured in readiness for further investigation.
- 2.6 The manager shall endeavour to identify both the 'immediate' and 'root' cause of the complaint and communicate any findings to the complainant.
- 2.7 Any food-related complaint must also be reported on-line using the SHE Assure reporting system.
- 2.8 As a result of any such complaints the manager and/or appropriate Health & Safety Adviser may be requested to undertake a full investigation.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

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