

HACCP-Based SOPs

Responding to a Foodborne Illness Complaint

PURPOSE: To respond appropriately to a foodborne illness complaint.

SCOPE: This procedure applies to foodservice employees who prepare or serve food.

KEY WORDS: Food Borne Illness

INSTRUCTIONS:

All school foodservice personnel will respond to a complaint of a foodborne illness promptly and will show concern for the individual making the complaint.

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 school foodservice manager.
2. Contact the school foodservice manager if she/he is onsite.
3. Write down information about the complaint if the school foodservice manager is not on site. Fill out all of the information at the top of the *Foodborne Illness Incident Report*.

The school foodservice managers will:

1. Talk with the individual making the complaint. Get basic information required to complete the *Foodborne Illness Incident Report*.
2. Notify the district school foodservice director as soon as possible.
3. Remove all food from service related the suspected illness and store it in the refrigerator – label it “DO NOT EAT” and date it.

The district school foodservice director will:

1. Call the local Health Department to report the suspected outbreak and obtain assistance with the foodborne illness investigation.
2. Call the school district nurse to be on the scene to assess and document:
 - Symptoms.
 - Names and phone numbers and address of students and staff affected.
 - Physician’s names and phone numbers.
3. Notify the building administrator and district administrative staff, if appropriate. Provide pertinent information needed to answer questions.
4. Work with the media should they become involved.

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Responding to a Foodborne Illness Complaint, continued

MONITORING:

Foodservice manager will routinely confirm with staff their understanding of this SOP.

CORRECTIVE ACTION:

Retrain any foodservice employee found to not understand or not following the procedures in this SOP.

VERIFICATION AND RECORD KEEPING

This policy will be verified regularly by the foodservice director and district HACCP team. In the event of a complaint a *Foodborne Illness Incident Report* will be completed and kept on file for at least one year.

DATE REVIEWED: _____ **BY:** _____