

Subject: Food safety complaint - INV99999 - Food allergy / allergic reaction
Date: Friday, 1 May 2020 at 8:03:32 am Australian Eastern Standard Time
From: Petrina McCulloch <Petrina.McCulloch@health.qld.gov.au>
To: Petrina McCulloch <Petrina.McCulloch@health.qld.gov.au>
Attachments: image001.png

Food safety complaint

Food allergy / allergic reaction

Food was not prepared or handled safely for food allergies

Reference

INV99999

15 November 2019 14:24:35

Complaint details

Complaint type	Food allergy / allergic reaction
Main concern	Food was not prepared or handled safely for food allergy
Had allergic reaction?	Yes
Allergic reaction	Severe anaphylactic reaction to nuts. Started with itchy, scratchy throat and , tongue swelled up and then had difficulty breathing. Was really sick for about 3 days afterwards, and missed work.
Food safety concern	Ordered a chocolate chip muffin from the bakery. Asked as I was ordering it whether there was any nuts in the muffin. The girl serving me checked with the manager and assured me that the muffin should be ok.
Date eaten	15/11/2019
Time eaten	About 2pm
Date reaction occurred	15/11/2019
Time reaction occurred	About 2pm
Medical treatment	Used epi-pen to control and went to emergency at hospital.
Known food allergy	Nuts – especially peanuts and cashews

Has receipt?	No
Has samples?	No

Food business

Business name	Le Petite Bakery
Business type	Shop with fixed address
Queensland State Government facility	No
Primary producer	No
Business address	Sunshine Shopping Centre, Shop 43 23 Wallaby Way SOMEWHERE CITY 4444
Phone number	9999 9999
Website	-
Business contacted?	Yes
Business response	Rang the bakery about 2 days after. They said sorry, and offered a refund, but weren't prepared to compensate for my hospital costs or time off work.

Food manufacturer

Has food package?	No
Manufacturer name	-
Manufacturer address	-
Website	-
Manufacturer contacted?	-
Manufacturer response	-

Attachments

No attachments

Complaint made by

Name	Nancy Nonut
Phone number	44444 44444

Email	nancy@testville.com.au
Address	122 Rocky Road TESTVILLE QLD 4444

Complaint referred to

Agency	Mytown city council
Phone	(07) 9999 9999
Email	mytownEHO@mytown.com.au
Website	www.mytown.com.au

This email, including any attachments sent with it, is confidential and for the sole use of the intended recipient(s). This confidentiality is not waived or lost, if you receive it and you are not the intended recipient(s), or if it is transmitted/received in error.

Any unauthorised use, alteration, disclosure, distribution or review of this email is strictly prohibited. The information contained in this email, including any attachment sent with it, may be subject to a statutory duty of confidentiality if it relates to health service information. If you are not the intended recipient(s), or if you have received this email in error, you are asked to immediately notify the sender by telephone in Australia +61 7 3328 9310 or email foodsafety@health.qld.gov.au. You should also delete this email, and any copies of it, from your computer system network and destroy any hard copies produced.

If you are not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited.

Although Queensland Health takes all reasonable steps to ensure this email does not contain malicious software, Queensland Health does not accept responsibility for the consequences if any person's computer inadvertently suffers any disruption to services, loss of information, harm or is infected with a virus, other malicious computer programme or code that may occur as a consequence of receiving this email.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Queensland Health

Queensland Government

Email: foodsafety@health.qld.gov.au



Queensland
Government

Please do not reply to this email. Emails to this mailbox are not monitored