

Food safety complaint

Other

Reference

INV999999

15 November 2019 14:24:35

Complaint details

Complaint type	Other
Food safety summary	Severe burns from hot chocolate
Food safety concern	<p>My 8 year son ordered a hot chocolate from the school tuckshop. He said got bumped into by another kid as he was walking back to sit down. The hot chocolate spilt all over him. The school called an ambulance and took him to hospital, but he got severely burnt. My son has severe burns on his chest, stomach and hands from a hot chocolate. My son is now traumatised and I have lost my job as I have had to take lots of days off to look after Tommy. The school shouldn't be allowed to give kids drinks that are so hot that they cause major burns. The school don't seem to think that this is a one off issue, but don't want to seem to do anything about preventing other kids from getting hurt.</p>
Incident date	14/10/2019

Food business

Business name	Testville tuckshop
Business type	Other
Queensland State Government facility	Yes
Primary producer	No
Address	<p>Testville Central Primary School 23 Kangaroo Crescent Testville QLD 4444</p>
Phone number	-
Website	-
Business contacted?	Yes
Business response	<p>School got me to fill out an incident report. Apparently their insurance will cover Tommy's medical expenses. The school didn't seem interested in investigating why the hot chocolate was so hot in the first place. This shouldn't have happened.</p>



Food manufacturer

Food made on site	No
Manufacturer name	-
Manufacturer address	-
Website	-
Manufacturer contacted?	-
Manufacturer response	-

Attachments

IMG_2342.jpg

IMG_2343.jpg

Doctorsreport.pdf

IMG_2355.jpg

IMG_2366.jpg

Complaint made by

Name	Margaret Marsh
Phone number	07 7777 7777
Email	-
Address	23 Wallaby Way TESTVILLE QLD 4444

Complaint referred to

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

The information contained in this document 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 document is strictly prohibited. The information contained in this document, including any attachment sent with it, may be subject to a statutory duty of confidentiality if it relates to health service matters.

If you are not the intended recipient(s), or if you have received this document 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 document, and any copies, from your computer system network and destroy any hard copies produced.

If not an intended recipient of this document, 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 document 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 document. Unless stated otherwise, this document represents only the views of the sender and not the views of the Queensland Government.