

Food safety complaint

Food allergy / allergic reaction

Food was not prepared or handled safely for food allergy

Reference

INV999999

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 Nonuts |
| Phone number | 4444 4444 |
| 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 |

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