

**Subject:** Food safety complaint - INV99999 - Label or packaging  
**Date:** Friday, 1 May 2020 at 8:39:58 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, image002.png

# Food safety complaint

Label or packaging

Best before or use by date

## Reference

INV99999

15 November 2019 14:24:35

## Complaint details

Complaint type	Label or packaging
Main concern	Best before or use by date
Food item	Cheese choice chips
Food safety concern	The food packet says that the cheese choice chips should be fresh until the use by date. The use by date is 8th December. I bought the chips on 20th November and they tasted really stale. The chips were not crunchy, but bland and horrible!!!! The use by date is rubbish. What a waste of money.
Date mark	08 Dec 2019
Date purchased	20/11/2019
Has receipt?	No
Has samples?	Yes



### Important information

It is important the food label, the food package and leftover food is stored safely in case an environmental health officer needs the items for further investigation.

1. Place the food (in its packaging if available) in a container that you can tightly seal
2. Follow the manufacturer's instructions to see if the leftover food should be stored in the cupboard,

fridge or freezer.

## Food business

Business name	Neds Newsagent
Business type	Shop with fixed address
Queensland State Government facility	No
Primary producer	No
Address	115 Wallaby Way Testville Shopping Plaza Testville QLD 4444
Phone number	07 4555 4444
Website	<a href="http://www.nedsnewsagenttestville.com.au">www.nedsnewsagenttestville.com.au</a>
Business contacted?	Yes
Business response	Spoke with the checkout person, they said to take it up with the manufacturer.

## Food manufacturer

Has food package?	Yes
Manufacturer name	Choice Chips
Manufacturer address	333 Chip Lane Chippington QLD 4444
Website	<a href="http://www.choicechips.com.au">www.choicechips.com.au</a>
Manufacturer contacted?	Yes
Manufacturer response	Tried to phone the Choice Chips. Regularly got put on hold. When I finally got to speak with someone, they didn't really want to know about it.

## Attachments

IMG\_2345.jpg

IMG\_3452.jpg

## Complaint made by

Name	Boris Borgaloon
Phone number	0411 111 1111

<b>Email</b>	<a href="mailto:Bigboris32@wallabynet.com.au">Bigboris32@wallabynet.com.au</a>
<b>Address</b>	Unit 6 45 Kangaroo Court Testville QLD 4444

## Complaint referred to

<b>Agency</b>	<b>ABC Public Health Unit</b>
<b>Phone</b>	<b>(07) 9999 9999</b>
<b>Email</b>	<a href="mailto:ABCpublichealthunit@health.qld.gov.au">ABCpublichealthunit@health.qld.gov.au</a>
<b>Website</b>	<a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a>

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Queensland Government

Email: [foodsafety@health.qld.gov.au](mailto:foodsafety@health.qld.gov.au)



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