

Food safety complaint

Cleanliness, business practice or customer service

Animals in the food business (e.g.: dogs)

Reference

INV999999

15 November 2019 14:24:35

Complaint details

| | |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Complaint type | Cleanliness, business practice or customer service |
| Main concern | Animals in the food business (e.g.: dogs) |
| Food safety concern | Went into Crazy Kevin's Café and ordered a cup of coffee and some cake for morning tea. Was sitting there quietly when a man and a large German Shepard dog came into the café. The man sat down at another table and left the dog at the table when he went up to the counter to order. Another lady came in with a dog. When the second dog came in the first dog started growling and barking really loudly. The second dog, then started to get territorial and lifted its leg on the table near the doorway. It also began barking. After about 5 minutes of loud barking the owners of both dogs finally got the dogs under control, and sat down at separate tables in the restaurant. It took at least 15 minutes before someone cleaned up the dog wee. |
| Date occurred | 15/11/2019 |
| Time occurred | 10:30am |
| Has receipt? | No |
| Has samples? | Not applicable |

Food business

| | |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business name | Crazy Kevin Cafe |
| Business type | Shop with fixed address |
| Queensland State Government facility | No |
| Primary producer | No |
| Address | 115 Wallaby Way Testville QLD 4444 |
| Phone number | 07 9999 9999 |
| Website | www.crazykevincafe.com.au |
| Business contacted? | Yes |
| Business response | Spoke with the checkout person about having the dog in the café. She went out the back and asked talked to the manager. Eventually the manager came out and spoke to me. The manager said that it was ok having dogs in the café. |

Food manufacturer

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

Attachments

No attachments

Complaint made by

| | |
|--------------|--------------------|
| Name | Anonymous |
| Phone number | - |
| Email | - |
| Address | 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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