

# Food safety complaint

## Label or packaging

Best before or use by date

### Reference

INV999999

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

## Complaint referred to

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

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