

**Subject:** Food safety complaint - INV99999 - Other  
**Date:** Friday, 1 May 2020 at 9:01:03 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

# Food safety complaint

Other

## Reference

INV99999

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>
Date occurred	14/10/2019
Time occurred	Lunch time

## Food business

Business name	Testville tuckshop
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<b>Business type</b>	Other
<b>Queensland State Government facility</b>	Yes
<b>Primary producer</b>	No
<b>Address</b>	Testville Central Primary School 23 Kangaroo Crescent Testville QLD 4444
<b>Phone number</b>	-
<b>Website</b>	-
<b>Business contacted?</b>	Yes
<b>Business response</b>	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.

## Food manufacturer

<b>Has food package?</b>	<b>No</b>
<b>Manufacturer name</b>	-
<b>Manufacturer address</b>	-
<b>Website</b>	-
<b>Manufacturer contacted?</b>	-
<b>Manufacturer response</b>	-

## Attachments

IMG\_2342.jpg

IMG\_2343.jpg

Doctorsreport.pdf

IMG\_2355.jpg

IMG\_2366.jpg

## Complaint made by

<b>Name</b>	Margaret Marsh
<b>Phone number</b>	07 7777 7777
<b>Email</b>	-
<b>Address</b>	23 Wallaby Way 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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