

Food safety complaint

Food allergy / allergic reaction

Food was not prepared or handled safely for food allergies

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 allergies
Had allergic reaction?	Yes

Allergic reaction details

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.
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 allergies	Nuts – especially peanuts and cashews

Food safety concern

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 occurred	15/11/2019
Time occurred	10:30am

Food details

Food item	-
Food safety concern	-
Date mark	-
Date purchased	-
Has receipt?	-

Has food package?	-
Has leftover food?	-

Food business

Food retailer

Retailer name	Le Petite Bakery
Queensland State Government facility	No
Primary producer	No
Retailer address	Sunshine Shopping Centre, Shop 43 23 Wallaby Way SOMEWHERE CITY 4444
Website	-
Retailer contacted?	Yes
Retailer 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

Food made on site	Yes
Manufacturer name	No
Manufacturer address	-
Website	-
Manufacturer contacted?	-
Manufacturer response	-

Attachments

No attachments

Complaint made by

Name	Nancy Nonut
Phone number	4444 4444
Email	nancy@testville.com.au
Address	122 Rocky Road TESTVILLE QLD 4444

Complaint referred to

Enforcement agency	Mytown city council
Phone	(07) 9999 9999
Fax	(07) 9999 9999
Email	mytownEHO@mytown.com.au

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