

# Food safety complaint

## Food label

Use-by or best before date

### Reference

INV999999

15 November 2019 14:24:35

### Complaint details

Complaint type	Food label
Food item	Cheese choice chips
Main concern	Use-by or best before date
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 food label and/or food?	Yes



#### Did you know

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

If you have the food label or package:

1. Keep in a dry, secure area where the items will not be damaged or accidentally thrown out.
2. Do not store the label or package next to any other food that may come into contact with it and contaminate it.

If you have leftover food:

1. Keep the food in the original packaging (if available)
2. Place in a dry, food safe container that you can tightly seal
3. Store the leftover food either in the cupboard, fridge or freezer depending on the food.
  - a. If the product is usually stored in the freezer, for example an ice-cream, then you should store any left-over in the freezer.
  - b. If the product is a perishable item, for example chicken curry, then store this in the fridge.
  - c. If the product is a dried good, for example a biscuit, then store this in the cupboard.
4. Keep the food in a secure area where the food will not be damaged or accidentally thrown out
5. Do not store the leftover food next to any other food that may come into contact with it and contaminate it



## Food business

### Food retailer

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

### Food manufacturer

<b>Food made on site</b>	No
<b>Manufacturer name</b>	Choice Chips
<b>Manufacturer address</b>	333 Chip Lane Chippington QLD 4444
<b>Website</b>	<a href="http://www.choicechips.com.au">www.choicechips.com.au</a>
<b>Manufacturer contacted?</b>	Yes
<b>Manufacturer response</b>	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

<b>Name</b>	Boris Borgaloon
<b>Phone number</b>	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>Enforcement agency</b>	ABC Public Health Unit
<b>Phone</b>	(07) 9999 9999
<b>Fax</b>	(07) 9999 9999
<b>Email</b>	<a href="mailto:ABCpublichealthunit@health.qld.gov.au">ABCpublichealthunit@health.qld.gov.au</a>

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