

Food safety complaint

Other

Reference

INV999999

15 November 2019 14:24:35

Complaint details

Complaint type	Other
Food safety summary	Severe burns from hot chocolate
Food safety concern	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.
Incident date	14/10/2019

Food business

Food retailer

Retailer name	Testville tuckshop
Queensland State Government facility	Yes
Primary producer	No
Retailer address	Testville Central Primary School 23 Kangaroo Crescent Testville QLD 4444
Website	-
Retailer contacted?	Yes
Retailer response	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

Food made on site	Yes
Manufacturer name	-
Manufacturer address	-
Website	-
Manufacturer contacted?	-
Manufacturer response	-

Attachments

IMG_2342.jpg
IMG_2343.jpg
Doctorsreport.pdf
IMG_2355.jpg
IMG_2366.jpg

Complaint made by

Name	Margaret Marsh
Phone number	07 7777 7777
Email	-
Address	23 Wallaby Way TESTVILLE QLD 4444

Complaint referred to

Enforcement agency	ABC Public Health Unit
Phone	(07) 9999 9999
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Email	ABCpublichealthunit@health.qld.gov.au

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