

# Report a problem with a food product

**The following are examples of food complaints that we *do not* investigate (as they don't pose a risk to public health):**

- Foreign bodies associated with the type of food (for example insects or soil in fruit/vegetables, or small bones/parts of blood vessels in meat/poultry)
- Bakery products can occasionally contain bakery char (overcooked dough) or carbonised grease (non-toxic vegetable oil), neither of which are harmful to consume
- Struvite in tinned fish (crystals can develop during the canning process, and these can be mistaken for glass. However, they're not harmful if swallowed. To determine if the fragments are struvite, heat them in vinegar for around 20 minutes and they should dissolve)
- Food sold past it's 'best before' date

**We *may* investigate complaints if the item of food:**

- Contains foreign bodies such as glass, metal, plastic etc
- Is allegedly unfit for consumption due to (for example) mould, decomposition or chemical contamination
- Has been sold beyond its 'use by' date
- Has possibly caused illness
- Is subject to incorrect or misleading labelling

**PLEASE NOTE: ANONYMOUS COMPLAINTS WILL NOT BE INVESTIGATED**

## Your complaint

**Where did you purchase the food?**

*(Please give the **full** address of the premises where food was purchased)*

**What is the name of the product?**

*(Please include the full product name and brand, if possible)*

**What is wrong with the product?**

*(Please give us as much detail as possible to aid our investigation)*

**Please provide any details on the label:**

*(eg batch codes, a barcode, use by/best before date, or health marks)*

**When did you purchase the food?**

**Have you contacted the business directly?**

Yes

No

**Do you have any evidence?**

Yes

No

If **YES**, please tell us what evidence you have

*(For example photos or receipts. (We may request these from you at a later date)*

## Your contact details

This information will only be used by the local authority to contact you about your issue, and all information is taken in confidence. To fully investigate the issue it may be necessary to contact you to seek clarification.

**Full name**

**Address**

**Postcode**

**Telephone number**

**Additional telephone number**

**Email**

Please send your completed report to: [food@shropshire.gov.uk](mailto:food@shropshire.gov.uk)

A decorative graphic at the bottom of the page consisting of a thick blue wave shape that curves upwards from the left and then downwards towards the right, with a darker blue shadow underneath.