

TO: Board of Health

FROM: Joyce Jensen, REHS, CP-FS
Environmental Health Supervisor

DATE: December 31, 2015

SUBJECT: Proposed Revision to Policy 222.32 - Food Complaint Investigations

The FDA Retail Regulatory Program Standard 5 - Foodborne Illness Investigation and Response identifies the importance of having written policies and procedures for handling complaints related to foodborne illness, food tampering, intentional contamination, and how problems with products originating outside our jurisdiction are handled. Policy 222.32 was adopted in 2009, and a few revisions are needed to make it reflect current practice.

Revisions made to this policy include:

- Updating the process for receiving and initializing complaints in the digital records management system,
- Changing the terminology for violations from “critical” to “priority” and “non-critical” to “priority foundation” and “core.”
- Updating the required documentation of investigation findings, and
- Requiring open complaints to be reviewed monthly by the Food Safety Team.

The Food Advisory Committee recommends that Policy 222.32 be approved by the Board of Health.

Staff recommend that the Board of Health approve Policy 222.32 - Food Complaint Investigations.
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