



"Creating an excellent
college experience"

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122

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Section:
Operations

Subject:

**Handling of Food Poisoning
Complaints**

Handling of Food Poisoning Complaints:

Dining Services takes every precaution to ensure that Food Poisoning does not occur. If a customer claims that he or she has received Food Poisoning in one of our operations, the following procedures must be followed to ensure the liability and reputation of USU Dining Services is preserved and that the safety of our guests is maintained.

Procedure:

1. When a complaint is received, take down the following information from the person:
 - a. Name
 - b. Contact Information
 - i. Phone
 - ii. E-mail
 - c. Date and time of supposed poisoning
 - d. Operation where poisoning occurred
 - e. Symptoms leading to allegation of food poisoning
 - f. Steps complainant has taken so far
2. Do not admit fault or belittle the complainant in any way. Show empathy.
3. If the person has not already done so, advise that they seek medical attention. Inform them that Food Poisoning is a serious allegation and must be diagnosed by a physician.
4. Inform them that the Bear River Health Department handles all claims of food poisoning.
 - a. If they desire, provide them with the BRHD Food Borne Illness Complaint Form (Policy 122a)
5. Contact the Executive Director immediately with the above information.
6. The Executive Director will contact Risk Management to determine the steps to take.