



School District: _____

Department: _____

Policy No: _____

Standard Operating Procedure

Responding to a Foodborne Illness Complaint

Policy: All school foodservice personnel will respond to a complaint of a foodborne illness promptly and will show concern for the individual making the complaint.

Procedure: When a complaint is received related to a foodborne illness, employees will:

1. Indicate concern for the individual and let that person know that the complaint will be referred to the school foodservice manager.
2. Contact the school foodservice manager if she/he is onsite.
3. Write down information about the complaint if the school foodservice manager is not on site. Fill out all of the information at the top of the **Foodborne Illness Incident Report**.

The school foodservice managers will:

1. Talk with the individual making the complaint. Get basic information required to complete the **Foodborne Illness Incident Report**.
2. Notify the district school foodservice manager as soon as possible.
3. Remove all food from service and store it in the refrigerator – label it “DO NOT EAT” and date it.

The district school foodservice director will:

1. Call the local Health Department to report the suspected outbreak and obtain assistance with the foodborne illness investigation.
2. Call the school district nurse to be on the scene to assess and document:
 - a. Symptoms
 - b. Names, phone numbers, and address of students and staff affected
 - c. Physician’s names and phone number
3. Notify the school administrator. Provide that individual with the pertinent information needed to answer questions.
4. Work with the media should they become involved.

Policy last revised on: _____