

## **Dos and Don'ts of Making a Food Complaint**

### **Do:**

- Make sure you've read the label and know the best before / use by dates and instructions for use.
- Keep receipts.
- Keep the food wrapper or container.
- Keep food in the fridge or freezer, especially if the complaint relates to decomposition or off smells and tastes.
- Make sure there is sufficient food left for sampling, in case of examination of food.

### **Do not:**

- Remove any item found in the food – leave it in place
- Put the item in your mouth or lick any of the food near it as this could affect any tests
- Allow the food to decompose any further – keep it in the fridge or freezer.
- Throw away any of the food.