

## Foodborne Illness Complaint Policy

### Intent:

The purpose of this policy is to ensure that complaints are handled properly and that all customer complaints or comments are taken seriously. The University expects staff at all levels to be committed to fair, effective and efficient complaint communication.

### Scope:

This policy is in effect whenever students, faculty, staff, or visitors exhibit symptoms suspected of being associated with the consumption of contaminated food or liquids from a University food venue, in a university building or as part of a university group activity. To ensure all complaints received by our programs are consistently entered, assigned, investigated, resolved, or referred to the appropriate authority.

### Definitions:

**Campus Food Service Provider:** University's on-campus food venues and catering operation.

**Complaint:** Any expression of dissatisfaction with conduct, acts, or omissions by an employee of Food Services.

**Foodborne Illness:** An infection or intoxication caused by a bacterial, viral, parasitic, or chemical agent transmitted by a food.

**Food Service Manager:** An individual that is given the responsibility to coordinate all aspects of serving food in accordance with provisions of this policy.

**Foodborne Injury:** Damage to the human gastrointestinal tract resulting from the consumption of a food contaminated with physical hazards.

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## Foodborne Illness Complaint Policy

### Procedures

To provide procedure to our staff and to individuals who wish to file a complaint about the key principles and concepts of the complaint management process.

### Responsibilities

#### **Foodborne Illness Complaint Team (FIC Team)**

Team of University employees and Food Service provider employees dedicated to address potential or confirmed foodborne illness complaints. Team will consist of members from each of the following departments:

- A. University Centers
- B. Blugold Dining
- C. Risk Management, Safety and Sustainability
- D. Student Health Services
- E. Integrated Marketing and Communications (IMC)

Step	Responsibilities
1	Communicate with affected University departments to assure necessary procedures are followed to minimize further foodborne illnesses.
2	If the complainant has eaten at a food venue away from University, appropriate local health department should be notified.
3	Review actions taken by Blugold Dining.
4	Serve as the University liaisons for local, county, state, and federal agencies regarding potential foodborne illness complaints.

#### **University Centers or Designee**

Step	Responsibilities
1	Comply with this Foodborne Illness Complaint Policy.
2	Communicate with individual making complaints with implicated food service operations, if known.
3	Directly work with Blugold Dining to adhere to food service processes and procedures.
4	Notify FIC Team of potential foodborne illness complaints.

## Foodborne Illness Complaint Policy

### Blugold Dining

Step	Responsibilities
1	Comply with this Foodborne Illness Complaint Policy and follow Blugold Dining policies.
2	When applicable, Blugold Dining will initiate an internal investigation per the policies mentioned above.
3	Reporting any incidents such as foodborne illness to the FIC Team so that those affected can be identified and treated and an investigation conducted to identify the source and the reason(s). See <b>Blugold Dining: <a href="#">Food Complaint Reporting Guidelines</a></b>
4	Follow Blugold Dining services Complaint Reporting Guidelines and all other Blugold Dining policies and procedures.

### Risk Management, Safety and Sustainability (RMSS)

Step	Responsibilities
1	Be responsible for ensuring the development of this policy.
2	Provide necessary resources as available to carry out the program.
3	Work in collaboration with FIC Team to minimize the potential spread of a suspected or confirmed foodborne illness.

### Student Health Services (SHS)

Step	Responsibilities
1	Work with FIC Team to address any food consumption illnesses that may result from students eating at any of the University's dining/food venues.
2	Treat the affected student(s) on campus if possible or refer them to outside medical services including Emergency Services, if necessary.
3	Report any findings to FIC Team.
4	Student(s) request to sign a release information form.

## Foodborne Illness Complaint Policy

### Students and Employees

Step	Responsibilities
1	Responsible for reporting any symptoms or illness they may be experiencing after using any of our dining or food venues. Symptoms may include: Diarrhea, vomiting, or other acute gastrointestinal illness. Infected wound, boil, or other lesion containing pus on the hands, wrists, or exposed portions of the arms. Salmonella, Shigella, Escherichia coli (E. coli), or another enteric bacterial pathogen, hepatitis A virus or norovirus
2	Blugold Dining will complete internal Food Complaint Reporting form.
3	Seek medical advice when necessary.

### How to file a Complaint

Complaints may be filed:

Step	Action
1	<b>In person:</b> a. Contact Blugold Dining located in Davies Student Center, 77 Roosevelt Avenue, Eau Claire WI 54701 b. Full details of the complaint. c. The complaint material should be taken into the possession of the Food Service Manager or arrangements made to collect the complaint material.
2	<b>By letter or electronic mail:</b> a. Email <a href="mailto:UNICTR09@uwec.edu">UNICTR09@uwec.edu</a> b. Write full details of the complaint.
3	<b>By telephone:</b> a. Contact 715-836-5261 • If phone is not answered, follow up with step #1 or #2 above. b. Details of the complaint.

## Foodborne Illness Complaint Policy

### Complaint Management System

Blugold Dining Food Services Manager or designee will reach out to complainant.

Step	Action
1	<p><b>Oral Complaints</b></p> <p>a. Employees who receive a verbal complaint should try to resolve the issue immediately if possible.</p> <p>b. If staff cannot resolve the problem immediately, they should offer to refer it to the Food Service Manager or designee for resolution.</p> <ul style="list-style-type: none"> <li>• Deals with the complaint through the process.</li> <li>• When staff or Manager receive an oral complaint, both should listen sincerely to the concerns raised by the complainant and refer symptomatic individuals to SHS or Health Care Provider.</li> </ul> <p>c. After discussing the problem, the manager or staff member handling the complaint should suggest an action plan to resolve the complaint.</p> <p>d. If the proposed action plan is not acceptable to the complainant, the staff or designee should ask the complainant to make his or her complaint in writing and provide a copy of the complaint form to be completed.</p>
2	<p><b>Online, Telephone and Written Complaints</b></p> <p>a. When a complaint is received in writing, it must be forwarded to a member of the FIC Team or designee, enter the complaint register and send an acknowledgment receipt and 24-48 hours or next business day to establish a relationship of confidence with the person who filed the complaint.</p> <p>b. If necessary, further clarification should be obtained from the complainant. If the complaint is not made by the customer but on his/her behalf, must obtain consent in writing from the customer.</p> <p>c. After receiving the complaint letter, Blugold Dining may launch an investigation and within 24-48 hours or next business day and should be able to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.</p>
3	<p>Integrated Marketing and Communications (IMC) or designee will standardize a comment appropriately and close the loop by posting a final statement on the Social Media complaint string. (See below for general example email)</p> <p>a. Blugold Dining investigated and found (insert information here).</p> <p>b. Take every food complaint seriously &amp; investigate each situation thoroughly.</p> <p>c. Food poison claims are taken very seriously and take proper steps with the Health Department and with Blugold Dining food safety protocols to make sure our food is safe.</p> <p>d. If individual is sick, ask to make sure he/she goes to the doctor immediately and report the diagnosis to campus.</p>

## Foodborne Illness Complaint Policy

### Appendix

CDC: [Food Poisoning Symptoms](#)

Wisconsin: [Foodborne and Waterborne Disease Outbreak Investigation Manual](#)

### Administration:

#### Approval Details

<b>Approval Authority:</b>	CDC: <a href="#">Food Poisoning Symptoms</a> Wisconsin: <a href="#">Foodborne and Disease Outbreak Investigation Manual</a>
<b>Approved By:</b>	<i>Brian N. Drollinger</i>
<b>Approval Date:</b>	09/13/2022
<b>Version no:</b>	V1.0
<b>Date of next Review:</b>	The practice directive to be reviewed annually.

#### Revision History

Version	Revision Date	Description of changes	Author
2.0	05/23/2022	Procedure Established	Chaizong Lor

#### Contact Person/Department

<b>Contact Person:</b>	Brian Drollinger, Director of Risk Management, Safety & Sustainability
<b>Keywords:</b>	Foodborne Illness Complaint Policy