

**Co-op Food Stores**  
**Food-Related Illness/Foreign Object Report**

Date \_\_\_\_\_

- ❖ **Very important: Be polite and concerned, but DO NOT make any statements that admit liability. If the caller is sick, Do say: "I'm very sorry that you're not feeling well." Do NOT say: "I'm sorry our food made you sick" or anything similar.**

Caller's Name: \_\_\_\_\_

What happened:

What is the food in question? \_\_\_\_\_

Brand name \_\_\_\_\_ Dept \_\_\_\_\_ Store: Han Leb CommMkt

Purchase date \_\_\_\_\_ Lot No. or Package Date \_\_\_\_\_

**If illness is being reported:**

- ❖ *Take the name of the person affected. Do NOT ask if anyone else got sick. Let the person tell you first. If the person tells you that someone else is sick from the food as well, ask for the name and relationship of the second person (e.g. same family, dinner guest).*

Who is the person affected?

When was the food eaten? Date \_\_\_\_\_ Time \_\_\_\_\_

When did symptoms start? Date \_\_\_\_\_ Time \_\_\_\_\_

What were the symptoms and how long did they last?

- ❖ *Do NOT suggest symptoms. Record what the person says. ❖ Do NOT ask about medical care. Let the person tell you any details they wish.*

What other foods or beverages were consumed before, after, or with this food?

What is the best way to have someone get back to you?

Address \_\_\_\_\_

Phone (h) \_\_\_\_\_ Phone (w) \_\_\_\_\_ email: \_\_\_\_\_

- ❖ **Say: "Thank you for the information. I'll pass this on to the appropriate person, and someone will be contacting you as soon as possible."**
- ❖ *Do NOT ask any more questions, but DO record any other statements, demands, etc. that the person may make. Remain polite and concerned. Close the conversation.*

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**❖ After the caller has hung up:**

Sign, date, and complete the questions below.

Make a copy of the completed form and give it to the manager of the affected department.

Give the original to Tony White or Paul Hoffman.

\*\*\*\*\*

Received by \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

What did you do?

**Notify:**

- Department Manager/Supervisor Date \_\_\_\_\_ Time \_\_\_\_\_
- Tony White/Paul Hoffman Date \_\_\_\_\_ Time \_\_\_\_\_