



Making a complaint about a food business

Generally, food businesses in Queensland and Australia provide consumers with a high quality, fresh and safe food supply. All levels of government work closely with the food industry to assist them in understanding and complying with their legislative responsibilities.

However, there may be occasions when you feel that the product you purchase or the food business you visit doesn't meet these standards.

Refer to the table below in guidance for the appropriate government agency to contact should you encounter a problem with, or have an enquiry regarding, a food business or food product.

Issue	Example	Responsible Agency	Contact details
Food-borne illness	Symptoms may include: nausea, vomiting, diarrhoea abdominal cramps	Queensland Health	13HEALTH (13 432584) or www.health.qld.gov.au/foodsafety
Foreign matter in food	glass, metal, bandaid in food		
Labelling of food products	Ingredients not listed on the package		
Food composition	Presence of unidentified allergens, non-permitted preservatives		
Misleading conduct of a food business	Misleading or deceptive advertising, packaging or labelling of food		
General food safety at a State government food business	Public hospitals, State schools	Local Government	Details of all Queensland local governments can be found in the White Pages
General food safety at a retail food premises	Contamination of ready-to-eat food at a café or takeaway food store		
Wholesale and retail distribution	Vermin infestation in warehouse		
Food safety at manufacturing premises	Business that undertakes: - pasteurisation/ homogenisation of milk - manufacturing of dairy products - making of smallgoods.	Safe Food Production Queensland	1800 300 815 or www.safefood.qld.gov.au
	Other businesses	Local Government	Details of all Queensland local governments can be found in the White Pages
Product safety	Choking hazards, incorrect weights or incorrect scales	Office of Fair Trading	13 13 04 or www.fairtrading.qld.gov.au
Storage and transport of raw commodities	Raw meats not being refrigerated while transported.	Safe Food Production Queensland	1800 300 815 or www.safefood.qld.gov.au
Agricultural production	Unsafe harvesting practices		
Food safety issue at a retail butcher or smallgoods shop	Vermin in a butcher's shop		

