

Making a complaint about a food or food business

Food Act 2006

In general, food businesses in Queensland and Australia provide consumers with a high quality, fresh and safe food supply. Government agencies 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 food you purchase or the food business you visit doesn't meet these standards. The table below provides guidance on the appropriate government agency to contact if you have a complaint or an enquiry about a food product or the practices of a food business.

Issue	Example	Responsible agency	Contact details
Food-borne illness	Symptoms may include nausea, fever, vomiting, diarrhoea, stomach cramps	Hospital and Health Services - Public Health Units	www.health.qld.gov.au/cho
Foreign matter in food	Glass, plastic, band-aid, insect		
Food labelling	No date mark provided in the label		
Food composition	Presence of undeclared allergens		
Food safety issues at a State government food business	Public hospitals, State schools		
Food safety issues at a retail food business	Insects in food display cabinets, unclean premises	Local government	www.dsdip.qld.gov.au/local-government-directory or your local White Pages
Wholesale and retail food distribution	Vermin infestation in a warehouse		
Storage and transport of raw meat	Raw meats not being refrigerated while transported	Safe Food Production Queensland	1800 300 815 or www.safefood.qld.gov.au
Food safety in a retail butcher	Vermin infestation in a butchers		
Food safety issues at a manufacturing premises	Business that undertakes: pasteurisation/ homogenisation of milk manufacturing of dairy products manufacturing of smallgoods		
	Other food manufacturing businesses	Local government	www.dsdip.qld.gov.au/local-government-directory or your local White Pages
Product safety	Choking hazards, Incorrect weight declaration	Office of Fair Trading	13 QGOV (13 7468) or www.fairtrading.qld.gov.au

For further information

Queensland Health have a variety of fact sheets with detailed information on food safety. These fact sheets can be accessed at www.health.qld.gov.au.