



Public Health
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Canton City Public Health

POLICY AND PROCEDURE	
SUBJECT/TITLE:	Food Service Operation/Retail Food Establishment Complaint Procedure
APPLICABILITY:	Environmental Health Staff in the Food Safety Program
CONTACT PERSON & DIVISION:	Director of Environmental Health
ORIGINAL DATE ADOPTED:	6/15/2023
LATEST EFFECTIVE DATE:	8/24/2023
REVIEW FREQUENCY:	5 Years
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	500-010-P

A. PURPOSE

The purpose of this procedure is to outline the steps that are to be taken in the event that a complaint involving a licensed Foodservice Operation or Retail Food Establishment complaint is received by Canton City Public Health.

B. POLICY

Environmental Health Specialists assigned to the Food Safety Program will follow the guidelines of this policy to ensure all complaints are investigated within the listed timeframes.

C. BACKGROUND

This policy supports Canton City Public Health Mission to prevent the spread of disease, as well as the values “Equity - Focusing resources where they are needed most,” and “Service - Ask, listen, and respond to the needs of the community.”

D. GLOSSARY OF TERMS

Food Safety Program – The division of the Environmental Health Division responsible for licensing, regulating, and inspecting Food Service Operations (FSO), Retail Food Establishments (RFE), Temporary FSO/RFE, Mobile Food Units, and Vending Machines, and Micromarkets.

EHS-Environmental Health Specialist

E. PROCEDURES & STANDARD OPERATING GUIDELINES

1. Complaints can be submitted to the Health Department via US Mail, email, fax, online form, telephone, or in person.
 - a. Anonymous complaints are accepted.
2. The complaint is to be documented on the appropriate form by a Food Safety Program employee.
 - a. Every complaint is to be documented regardless of the information (or lack of) provided.
3. All complaints will be investigated and will include interviewing involved persons, conducting a facility inspection (if necessary), and contacting external agencies and partner organizations (if necessary).
 - a. Foodborne illness complaints will be investigated within 24 hours.
 - b. Other complaints will be investigated within 48 hours.



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- c. Violations noted during the inspection will be documented and corrected following the same procedure used in Standard inspections.
- d. Complaints that are deemed frivolous or too old to investigate will be documented and no further action will be taken.
- e. Complaints with insufficient information, and no contact information provided by the complainant, will be investigated to the best of the EHS’s ability.

4. The Nursing Division will continue to notify the Environmental Health Director of any enteric illness investigations that they are conducting. This will allow the Environmental Health Division to watch for any possible connections when investigating a potential foodborne illness.

5. The Epidemiologist will continue to work with the Nursing Division and/or be contacted to assist as needed.

F. CITATIONS & REFERENCES

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

- 1. Valerie Fletcher, Environmental Health Specialist in Training
- 2. Annmarie Butusov, Environmental Health Director

H. APPENDICIES & ATTACHMENTS

I. REFERENCE FORMS

N/A

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes
8/24/2023	8/24/2023	Annmarie Butusov	Added specific timeframes regarding when complaints will be investigated.

K. APPROVAL

This document has been approved in accordance with the “800-001-P Standards for Writing and Approving PPSOGFs” procedure as of the effective date listed above.