

## Appendix 2 – Food Safety Service Plan: Unplanned (reactive) Activity

Reactive Tasks	Level of activity	
	Approved Service Plan 2016-17	Recorded activity up to 28 February 2017
Complaints and service requests about food and about/from food businesses	600	599 <sup>1</sup>
Infectious disease control - notifications of food-borne/food poisoning illnesses	150	79 <sup>2</sup>
FSA food alerts for action	5	2

### Notes

1. This includes 143 complaints about standards of hygiene at food businesses; 181 requests for advice; 82 requests for food hygiene training and 58 complaints about unsound or suspect food. We have also received 85 applications for export certificates for which we charge a fee of £76 per certificate.

We have reviewed the criteria for the investigation of customer complaints. This is primarily in response to an increase in the number of unfounded and malicious allegations of food poisoning and also in the number of complaints which appear to be prompted by poor customer service and present little or no public health risk.

2. This is an unexpectedly low figure. Initially we suspected that there may have been some problems with the electronic notification arrangements but the Consultant in Communicable Disease Control (CCDC) has assured us that is not the case.