

BAHFSA FOOD SAFETY COMPLAINT AND QUERY FORM



Consumers: Use this form to ask any questions or lodge a complaint about food safety.

BAHFSA Officers: Use this form to collect information on behalf of a consumer when they are physically unable to do so.

***Please use this form to tell us about your complaint**

What You Can Report

- suspected foodborne illness or poisoning;
- a foreign object found in your food;
- food safety concerns regarding any food purchased, e.g., food with visible signs of mold, decay, infestation, contamination, or damage;
- food safety problem with a food business e.g., dirty premises, pests (rats, cockroaches, flies etc.), pets and other animals on premises;
- poor food handler hygiene;
- poor food handling;
- food sold past its use-by date, expiry date, and best-by date, etc.;
- unavailable or incorrect allergen information;
- unregistered business;
- food crimes and wrongdoing.

Information needed may include the name of the food, the lot/batch number, the name and address of the business, when the item was purchased or consumed, where you purchased the item, and the general nature of your concern or what the problem was. Please provide contact information in case our investigators have additional questions, or **you can also choose to remain anonymous**. Provide any additional documentation, such as proof of purchase, photographs, etc., that can help to validate your complaint.

Also, as a consumer, if you have a general food safety question or concern, please complete the form below.

N.B. As of January 2026 all official food safety complaints will only be accepted via email, website or walk-ins.

I wish to remain anonymous

Name:

Phone:

Island:

E-mail:

Date of incident:

Complaint Type(s): allergic reaction, illness, injury, off taste/odor/appearance, foreign object, misbranding/mislabeled. Other (Please Specify)? Did you require a medical visit? Yes () No ()

Additional Complaint Information: Please provide a brief description of the incident, e.g., I found a piece of plastic in my okra soup, I saw birds in a supermarket.

Product Information: brand name and description(required), package size, lot/batch number, expiration date.

Do you have any product remaining? Yes () No ()

Purchase Location: Store/ Restaurant Name, Street Address, Island, Settlement

Purchase Date: _____

Kindly list supporting evidence regarding the incident, e.g., photo, copy of receipt, etc., and provide a copy of each.


**THANK YOU FOR TAKING THE
TIME TO CONTACT BAHFSA**

Please be aware that complaints are prioritized based on information provided (required in the validation of complaints). Details regarding inspections will not be shared with the complainant, however, feedback will be shared regarding the commencement of the investigative activities.