

How to make a Food Safety Complaint



When making a complaint make sure you present the following information

- name of the food and its lot or batch number.
- name and address of the business.
- when food item was purchased and/or consumed.
- general nature of your concern or what the problem was.
- your contact information, or you can also choose to remain anonymous.
- additional information and documentation such as proof of purchase, photos, etc.

Email/Telephone

1. Download complaint form from website www.bahfsabahamas.com
2. Email complaint form and supporting documents to fsq@bahfsabahamas.com or bahfsa@bahfsabahamas.com
3. Complaints via telephone must be accompanied by the above step

Walk -In

1. Visit **99 Crawford Street, Nassau**
2. Indicate that you need to make a food safety complaint
3. Complete and submit the complaint form provided and supporting documents

What Can You Report

- food sold past its use-by-date, expiry date, best-by-dates, etc.
- unregistered food businesses
- suspected foodborne illness or poisoning
- a foreign object found in your food
- dirty premises, pests and other animals on premises
- poor food handler hygiene
- poor food handling
- food safety concern regarding any food purchased e.g. food with visible signs of mold, decay, infestation, contamination, or damage
- food crimes and wrongdoing



242-603-3260



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99 Crawford Street, Nassau, Bahamas