



Public Protection

Dealing with food complaints

Discovering a foreign object in food or other problems with food can be a very unpleasant experience.

Fortunately, most of the food complaints we receive do not pose a serious health risk and we won't normally investigate complaints where this is the case.

Because we don't investigate every food complaint, we have developed this document as a self-help guide should you discover a problem with your food. You will find details of the most common food complaints we receive. For each type of food complaint we have explained what the likely problem is and what action you can take. In most cases we recommend that you contact the business where you have bought the food from or contact the manufacturer of the food.

If you have not been able to resolve your food complaint after reading the advice in this document, please contact us for advice (see last page).

Complaints we will deal with

If you want to make a food complaint, please note the following important points;

- We only deal with food complaints where there is a **serious public health risk**.
- We can only deal with your food complaint if you still have the food or the food packaging.
- We can only deal with your food complaint if the food has been purchased from a business in York.
- We are not able to help with compensation claims relating to food complaints. You can get advice from the Citizens Advice consumer helpline on 03454 040506.
- We do not deal with anonymous complaints. If you do make a

complaint we will not share your details with anyone else without your permission.

- We generally don't investigate cases of suspected food poisoning. If you think you have food poisoning you should visit your doctor.

Field insects, wasps, fruit flies, greenfly and larvae

Insects in fresh, frozen and canned foods - Insects that live naturally in fields may be harvested along with fruit and vegetables. Whilst food companies take steps to remove these insects, some will slip through the net. In canned foods, these insects and grubs are killed and sterilised by the canning process. For fresh foods, you should wash all fruit and vegetables thoroughly before eating. There is no public health risk.

Insects in jam - These are usually wasps or fruit flies. These insects are naturally associated with fruit and fruit growing areas. As they are small and light, some will inevitably get past the inspection process. They do not carry disease and are not a health risk.

Action: Although it is unpleasant to find insects in your food there is no public health risk. You should contact the manufacturer.

Stones in vegetables and fruit

During harvesting, sometimes small stones can be accidentally collected too. Stones of certain size, weight and appearance can be missed during the sorting process. As long as the manufacturer can show that all reasonable precautions were taken to try to stop this from happening, it is accepted that a number of these complaints will occur.

Action: There is no public health risk. You should contact the manufacturer. If you have damaged a tooth or cut your mouth as a result of stones in food we cannot act on your behalf in these matters. You should contact the manufacturer and also seek legal advice from a solicitor if necessary.

Larvae / Grubs in canned and frozen vegetables

Small grubs are often found in canned and frozen vegetables, particularly tomatoes and sweetcorn. Their colour is often cream to greenish brown with long dark and pale bands, but this is variable. They can be up to 4cm in length. People think they may be maggots or caterpillars. These are moth larvae that live inside the food, and are difficult to see during growing and processing. The larvae are killed and sterilised by the canning process so they are not a health risk. Every effort is made to control these pests while crops are growing. But you may find these larvae in food as the use of pesticides in food crops has decreased and there is an increase in the use of organic produce, where crops are not sprayed with any chemicals.

There is no public health risk.

Action: Although it is unpleasant to find insects in your food, you should contact the manufacturer as there is no public health risk.

White spots in tinned grapefruit

Sometimes, tinned grapefruit will be covered in white specks that look like mould. Also the liquid in the tin may be cloudy. This is actually a natural constituent of the grapefruit called "Naringin" and it gives the fruit its distinctive bitter taste. Variations in the weather cause an increase in the amount of Naringin the fruit contains and when canned, this excess Naringin crystallizes out.

The product is safe to eat and there is no health risk.

Action: You should contact the manufacturer, there is no public health risk.

Mould



Canned foods - Dented, damaged or incorrectly processed cans may allow mould growth to occur. This could indicate an error in production and poor handling during storage or distribution. It is difficult to establish who is responsible for this type of damage to canned foods. Affected foods should not be consumed.

On vegetables and fruit - Mould growth will naturally occur when fruit and vegetables become damaged and bruised, or if stored for too long. Do not consume mouldy fruit or vegetables.

Juice and food cartons - Cardboard juice and food cartons may

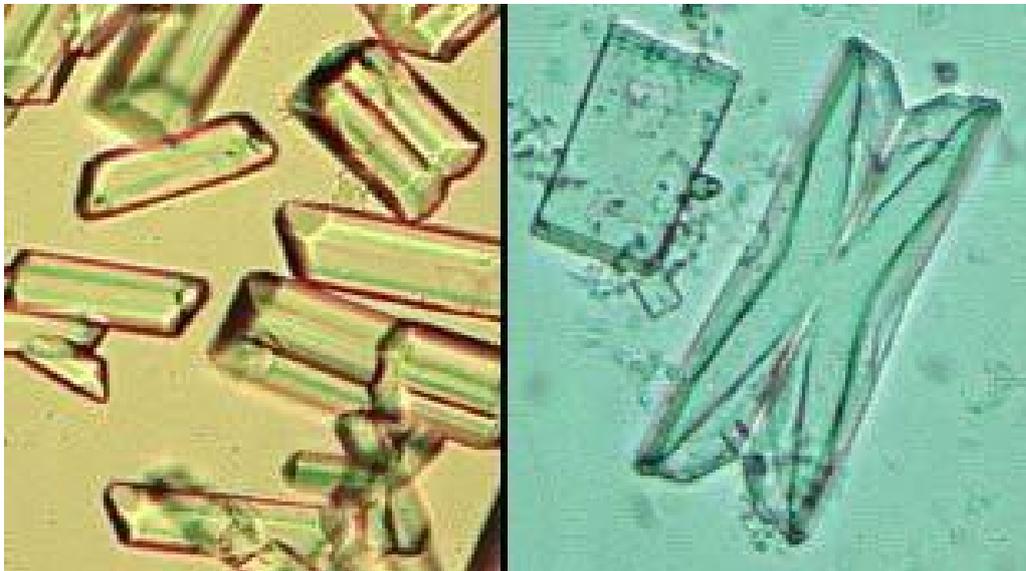
become dented and damaged if poorly handled during storage and distribution. This damage can cause small holes in the seams of the carton which allows air to enter the carton causing mould to grow in the food or juice inside the carton. The holes are difficult to detect and it is only upon opening the carton that the mould is discovered. It is difficult to establish who is responsible for this type of damage to cardboard juice and food cartons. Affected foods should not be consumed. You should also check the best before date on the packaging and the storage guidelines for opened products.

Action: Although this is an unpleasant issue to discover, there is very little we can do with this type of complaint. It is best to return the affected food to the retailer or manufacturer, and try to avoid buying damaged canned foods wherever possible. There is no public health risk when the food is not consumed.

Please only contact us if you discover mould growth within a juice or food carton that is not damaged and is within the best before date.

For persistent problems regarding mouldy or rotten fruit and vegetables, you can refer this matter to the Horticultural Marketing Inspectorate at Hmi.harrogate@rpa.gsi.gov.uk

Glass-like crystals



Canned fish - Certain naturally occurring elements commonly found in fish may develop into hard crystals during the canning process. They are a harmless compound of magnesium ammonium phosphate. It is especially common in canned salmon. These crystals maybe mistaken for glass fragments and are called struvite. They are not harmful and will be broken down by stomach acids when swallowed.

You can tell the difference between Struvite and glass by doing simple tests at home; Struvite crystals are softer than glass and can be scratched or crushed between two hard surfaces into a powder.

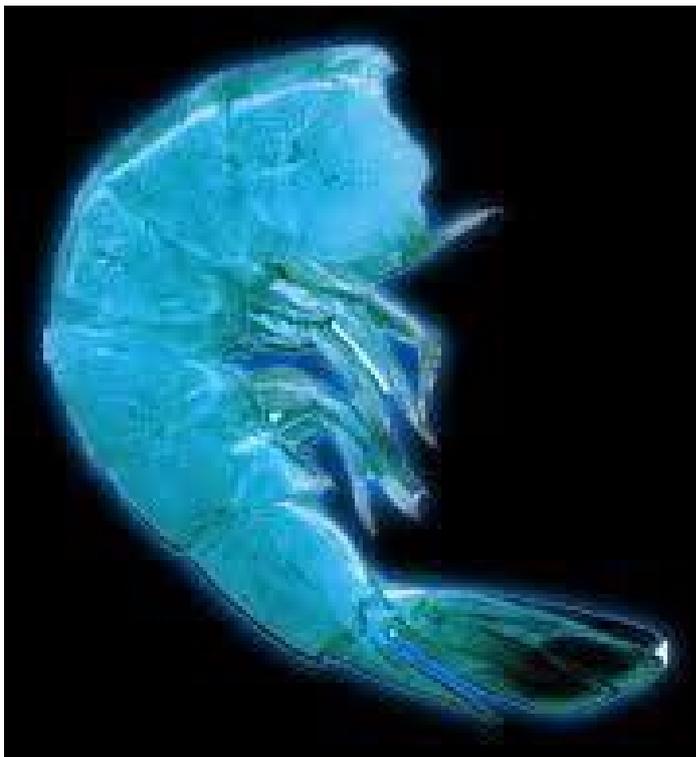
If you look under a magnifying glass the edges are smooth where broken glass will be irregular. (Image from stoke.gov.uk)

Struvite crystals are soluble in a hot dilution of vinegar or lemon juice and water when gently heated for up to 15-20 minutes (the crystals will not dissolve completely in this time but will reduce in size). Glass will not dissolve. Finding Struvite is actually quite rare, despite the large volumes of fish produced each year. As yet no procedure has been successful in preventing it happening, even the addition of polyphosphates is not 100% effective and most people do not want any more additives in food.

Confectionery - Large crystals may form in confectionery and may be mistaken for glass. The crystals will dissolve in warm water.

Action: You should heat gently the crystals in vinegar or lemon juice and water for 15-20 minutes. If the crystal does not dissolve or crush, then it could be glass, please contact us for advice. If the crystal dissolves there is no public health risk, we would advise you to eat the product as normal, but if you are still concerned, please contact the manufacturer of the product.

Glowing fish - Luminous marine bacteria



Luminous bacteria can sometimes be found on seafood. Crabmeat, cooked shrimps, prawns, or processed seafood products made from Surimi. These are the most common seafood associated with luminescence or glowing. This suggests that the seafood was held for a time at a temperature that allowed the bacteria to grow. When seafood glows it means that luminous bacteria are present, the light is produced by a reaction with a substance in the bacteria, oxygen and water, similar to the reaction which makes fireflies glow. It does not mean the seafood is unsafe or of low quality. There are no reports of illness from luminous marine bacteria growing on seafood, and they are not radioactive!

Action: You should contact the manufacturer / retailer. There is no public health risk.

Cod worm

White fish, such as cod or haddock, may be infested with small, round brownish- yellow worms found in the flesh. These worms are scientifically known as *Phocanema decipiens*.



There is no evidence that anyone has been made ill due to cod worm. The worms are killed by cooking and freezing and are harmless. The affected parts of the fish are usually cut away, but occasionally some may be missed in fresh fish and a worm may be discovered alive. This may be alarming to see, but the worms are harmless if consumed. There is no public health risk. The incidence of infected fish is very small in relation to the thousands of tonnes of fish landed each year.

Action: You should contact the retailer or supplier. There is no public

health risk.

Fish bones

Fish naturally contain bones. Whilst the manufacturers take every care to remove these bones, in products such as fish fingers and other processed fish product a few may remain due to the way that the products are manufactured. Bones from a certain part of the fish may resemble a piece of plastic, being broad, flat and flexible in appearance. As long as the manufacturer has taken all reasonable steps to remove the bones, then we cannot take formal action.

Action: You should contact the retailer, supplier or manufacturer. There is no public health risk and you should always take care when eating fish as bones could be present.

Sea lice

The term sea lice covers several species of parasitic copepods that are commonly found on fish in the marine environment. They have been found in salmon, stickleback, herring and rainbow trout. The lice usually fall off or are cleaned off during harvesting or processing.

Action: Sea lice do not affect human health. There is no public health risk.

Spiders in bananas

Sometimes, spiders can come to Britain in fruit, vegetables and other products. The Huntsman or Giant Crab Spiders, are large, brown, crab-like spiders that have flattened bodies that enable them to fit into very small crevices. This spider lives in tropical and subtropical regions and is common in houses where they eat cockroaches and other insects, but not Europe where it is too cold. It is transported throughout the world in banana shipments, It is harmless, but a large one can deliver a painful bite if carelessly handled.

Mushroom fibres / hair

Sometimes we get complaints about hairs in food such as pizza. Often these 'hairs' turn out to be mushroom fibres. The mushroom that we know is actually the fruiting body of the hidden mushroom plant. This plant is made up of microscopic filaments (hyphae) which combine to form strands called **mycelium**. The mycelium grows in the soil, on wood and leaves, or in commercial mushroom farming and compost. The mushroom body first develops as a tiny ball on the mycelium and

grows to a certain size before being picked to eat. Sometimes, strands of mycelium can remain with the mushroom during preparation and cooking. When cooked, the fibrous mycelium can look like a coarse hair.

Action: There is no public health risk. Contact the retailer or manufacturer.

Cardamom pods in pilau rice

Cardamom pods are sometimes mistaken by members of the public as rodent droppings or insects. Cardamom is the common name for certain plant species native to India and south-eastern Asia. The fruit (pod) is a small capsule with 8 to 16 brown seeds; the seeds are used as a spice or the pods can be used whole in pilau rice.

Action: There is no public health risk. Cardamom pods can either be removed or eaten.

Bloom in chocolate

Chocolate may develop a light coloured bloom if stored at too high a temperature. It is not mould and occurs due to fat separation and is not harmful.

Action: You should return the product to the retailer or manufacturer. There is no public health risk.

Cloudy Olive Oil

Olive oil which has been stored at cold temperatures can turn cloudy. There is no risk from consuming the product and it should turn transparent again when it returns to room temperature.

Action: None. It is safe to consume the product.

Insects in dried foods

Insects like beetles and weevils may infest dried products such as flour, sugar, milk powder, semolina and pulses if they are stored too long. These insects do not carry disease, but they breed very quickly in warm, humid conditions and spread into uncontaminated food very quickly. They are not a public health risk.

Action: Do not use an insecticide because of the danger of contaminating your food, but dispose of all visibly infested packages in an outside waste bin. Thoroughly clean the cupboards using a vacuum

cleaner paying particular attention to crevices, and immediately afterwards, empty the vacuum cleaner into an outside waste bin. Store new dried goods in airtight containers and ensure good ventilation in storage areas.

Psocids - small insects in flour

Psocids are very, very small grey or brown insects which are rarely found in dry foods like flour, milk powder, sugar, semolina, etc. Because of this you may see them in your kitchen cupboards too. They are harmless insects about 1-2 mm long, which can survive in dry powdery foods. They are not due to poor hygiene. They prefer dark, warm, humid places and can be found in the folds of food packaging in kitchen cupboards. They eat a wide variety of dried food products such as flour, cereals and the microscopic moulds that develop in humid conditions. They live for about six months, during which time they can lay up to 100 eggs. They breed very quickly and so spread into uncontaminated food very quickly.

Action:

- All affected food should be removed and thrown away in a bin outside.
- Check all remaining food including the labels and throw away as necessary.
- Thoroughly clean the cupboard using a damp cloth with a mild sterilising solution (following the instructions on the bottle and avoid using bleach and disinfectant solutions as these may taint food).
- Dry the cupboard thoroughly before food is returned to the cupboard, use a hairdryer if necessary.
- New dried foods should be stored in airtight containers.
- Keep the kitchen and food storage cupboards well ventilated and dry.
- There is no public health risk.

If you have only just purchased the product from a shop and you believe the problem came from there, please see „how to contact us“ below. We can contact the retailer and let them know

Bakery char

Bread and cakes may contain irregular shaped bits of overcooked dough which has flaked off bakery tins. Occasionally some flakes or drops may become incorporated with the dough and are mistaken for rodent droppings which are black and torpedo shaped whilst bakery

char is greyish and uneven in shape.

Action: This is not a public health risk and you should contact the manufacturer / retailer to discuss.

Carbonised grease

The machinery used to produce bread and cakes is lubricated with a non-toxic vegetable oil. Occasionally some of this oil may end up in the dough. This gives areas of the product a grey/greasy appearance and you may suspect there is dirt or oil in the food.

Action: You should contact the manufacturer or retailer as this is not a public health risk.

Skin, bone or other animal material in meat and poultry

Products made from meat and/or poultry may contain small bones, skin, or parts of blood vessels. These are unsightly but rarely a health hazard as they are normal parts of the original animal.

Action: You should contact the manufacturer or retailer as this is not a public health risk. If you have damaged a tooth or cut your mouth on a small bone or a piece of animal tooth in food we cannot act on your behalf in these matters. You should contact the manufacturer and also seek legal advice from a solicitor if necessary.

Note: It is very rare for prohibited parts of an animal e.g. genitals, eyes, eyelids, or non-food animals e.g. cats and dogs, to be used for human food. Meat such as chicken and lamb are readily available and are relatively inexpensive. It is not economic for food businesses to make use of prohibited parts of food animals or non-food species.

Pink meat

Sometimes cooked meat can appear pink even when it has been thoroughly cooked. This can be due to a chemical reaction with nitrite which is used as a preservative.

Action: If you discover pink meat, you can contact us for advice. Please see how to contact us below.

Red leg in chicken

A natural pigment held within the bone is sometimes released after cooking. This can make parts of the chicken red and make it look like the chicken has not been correctly cooked. Where this occurs, the

chicken will be thoroughly cooked but the temperature is not high enough to denature the pigment.

Action: Ensure the chicken is thoroughly cooked and the juices are running clear. This is not a public health risk.

Oregon disease or deep pectoral myopathy



This is a condition of turkeys and chickens (broilers). It is caused by a reduction in blood supply to the deep pectoral muscles. The lesion is apple green, which is retained on cooking. The colour is not noticed until the bird is carved after cooking.

Action: It is unsightly but there is no public health risk. Contact the retailer or manufacturer.

Wine crystals

Tartrate Crystals; also known as "wine diamonds" are a natural product of the wine, and form when the wine gets too cold. Simply sift the crystals out of the wine. The crystals are not harmful in any way.

Action: If you believe it is not tartrate crystals in your wine, but glass contamination, please see how to contact us below.

Corked wine

Cork is a natural product, which is an ideal closure for wine, but occasionally the cork could be diseased and affect the taste of the wine. This disease is not harmful and is called

"Trichlorinanisole" (TCA). It is extremely difficult to detect during manufacture and unfortunately also evades detection during the inspection procedures suppliers of the wine carry out before the wine is

bottled. Unfortunately, TCA which is found naturally in cork, can be detected by the human nose at just one part per million, so when it is present you know about it.

Action: You should contact the manufacturer or retailer as this is not a public health risk.

Durability dates

'Use by date'

'Use by' means exactly that. You should not use any food or drink after the end of the 'use by' date shown on the label. Even if it looks and smells fine, food should not be sold or used after this date as there is a public health risk. You will usually find a „use by' date on food that goes off quickly such as, chilled cooked and cured meats, milk, soft cheese, ready-prepared salads and smoked fish.

It's also important to follow any storage instructions given on food labels, otherwise the food might not last until the 'use by' date. Usually food with a 'use by' date needs to be kept in the fridge.

Some food labels also give instructions such to eat the food within a certain number of days **after opening**. It is important to follow these instructions. But remember, if the 'use by' date is tomorrow, then you must use the food by the end of tomorrow. That's even if the label says 'eat within a week of opening' and you have only opened the food today. Make sure that the food is always stored in the fridge after it is opened.

'Display until' and 'sell by' dates are instructions for shop staff to tell them when they should take a product off the shelves and are generally there for quality control purposes.

It is an offence for food businesses to sell or use food that has passed its use by date.

Action: If you have a complaint about food being sold past its use by date, please see how to contact us below.

'Minimum durability date' / Previously known as 'Best before dates'

'Minimum durability dates' are usually used on foods that last longer, such as frozen, dried or canned foods. It may be safe to eat food after the 'minimum durability' date, but the food will no longer be at its best. After this date, the food might begin to lose its flavour and texture but

there is no public health risk.

However, if you eat eggs after their minimum durability date, you will need to make sure you cook both the yolk and the white thoroughly and they must be used within 2 days of their minimum durability date.

It is not an offence for food businesses to sell food that has passed its minimum durability date and the business does not have to reduce the price of the item.

However, it is an offence if a food business sells or uses food past its best before date if the food is mouldy, affected by insects, beginning to spoil, or its condition is physically deteriorating. These problems may make the food „not of the nature, substance or quality“ which a customer would expect and is potentially an offence.

Action: If you have bought food past its „best before date“, but there are no other problems with it, you can either consume it or contact the retailer yourself. If you have a complaint about food not being of the „nature, substance or quality“ that you would expect, please see how to contact us below.

Other dates

You may see "Sell By" or "Display Until" on some packs. These dates are not legally required and are there to instruct staff working at the business. For fresh fruit and vegetables these may be the only dates shown, as they usually do not need a "Best Before" date. On other foods, it may be in addition to the "Use By" or "Best Before" date shown.

Food and allergen labelling

The labelling on food should not mislead consumers and should tell consumers about the exact nature and characteristics of the food. This information enables consumers to make an informed choice when deciding what to buy.

Allergen labelling: For information about the allergen labelling requirements please visit the [Food Standards Agency website](#) .

Action: Further information about food and allergen labelling can be found on the [Food Standards Agency website](#) (search for “labelling”).

If you have an allergy and believe that a food business has not dealt with you correctly, please contact us. Please note, in order for us to investigate your concerns, you must have advised the business that you had an allergy at the time of ordering food or have asked the

business for information about allergens and their food. We will ask you to confirm this before we investigate further.

Contact us

If you need to contact us about anything after reading this guide, please either:

Email us: public.protection@york.gov.uk

Phone us: (01904) 551525.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

Ta informacja może być dostarczona w twoim (Polish)
własnym języku.

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

 **01904 551550**

This information can be provided in your own language:

- Cantonese
- Polish
- Turkish

Phone us: 01904 551550.