



Adams County Health Department

Public Health
Prevent. Promote. Protect.

Environmental Health and
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Food Service Operation/ Retail Food Establishment Complaint Procedure

Purpose: To provide a standard procedure for the Adams County Health Department, Environmental Health Division, for investigating complaints filed against Food Service Operation (FSO) and Retail Food Establishment (RFE) facilities as directed under ORC 3717, OAC 3701-21 and 3701-1. **All complaints filed on FSO and RFE operations will be investigated within the timeframes listed below.**

Procedure:

- 1) Upon receipt of a FSO or RFE complaint, at a state licensed facility, the complaint will be forwarded to the Environmental Health Division Director or Sanitarian responsible for conducting the investigation.
- 2) The investigating Sanitarian will initiate an investigation; 1) critical issues will be investigated within 24 hours of the complaint being received; 2) non-critical issues will be investigated within 72 hours. This investigation will follow the procedures issued by the Ohio Department of Health and/or Ohio Department of Agriculture, the Procedures to investigate Food borne Illness published by IAMFES, an on-site inspection, interviewing persons involved, collecting and documenting required information and collecting samples as needed at the facility implicated.
- 3) For complaints that are found to be valid; the Sanitarian will serve notice to the Owner or their representative of the licensed facility to make the necessary changes to correct the violation. Facilities with non-critical violations will be granted a reasonable amount of time in which to comply. Facilities with critical violations will be required to take immediate corrective action.
- 4) Facilities with violations not corrected within the allotted time frame will be served with a notice to appear at an Administrative hearing for determination of why the violation has not been corrected. This notice will be issued to the owner/operator of the facility. Further administrative action may or may not be required depending on the circumstances.
- 5) If extenuating circumstances justify an extension, one will be granted at this hearing and a new compliance date will be established.
- 6) If an extension is not justified, the non-compliance facility will be notified to appear before the Adams County Board of Health for further finding and orders. The finding and orders issued by the Board of Health may include up to and including the suspension or revocation of the facilities FSO/ RFE license.

FSO/ RFE Complaint Form

Together We Care!

Date: _____ Date of Violation: _____

Facility Name: _____ Owner/ Operator: _____

Facility Address: _____

Manager On-Duty: _____ Facility Phone Number: (____) _____

Nature of Complaint: _____

Was complaint presented to facility staff and was it addressed? _____

Name of person filing the complaint: _____ Phone #: (____) _____

Address: _____

I am aware that in the event that court action is necessary to correct this condition. This complaint form may be used as evidence and that I may be called upon to give testimony in support thereof.

Signature: _____ Date: _____

Office Use Only:

Complaint #: _____ Date Received: _____

Investigating Sanitarian: _____ Date Investigated: _____

Finding/Orders: _____

Re-Inspection Findings/Orders: _____

Administrative Hearing Date: _____ Findings/Orders: _____

Board of Health Hearing Date: _____ Findings/Orders: _____
