

How Campus Dining handles Food Safety Complaints

HOW COMPLAINT WAS RECEIVED

Social Media

Text SBUEats or stonybrook.edu/dining

Submitted in person to a Campus Dining Manager

Campus Dining representative contacts complainant to obtain more information

Is it a Food Safety issue?

NO

Campus Dining Manager will assess the situation and make changes

YES

Response team is notified

Campus Dining representative acknowledges and verifies social media complaint

Campus Dining representative replies privately via text message or email to complainant

Report of Foodborne illness

Contact Student Health Services to verify if other cases have been reported

Following appropriate recall procedures, isolate, inspect and remove food supply that is source of complaint

Sanitarian contacts person that placed the complaint

If person cannot be contacted, notify Campus Residences to assist

Sanitarian collects information for analysis and review

Customer Advocate follows up with complaint ant

If needed, Campus Dining takes corrective action

Report of Foreign object in food

Following appropriate recall procedures, isolate, inspect and remove food supply that is source of complaint

Sanitarian contacts person that placed the complaint

If person cannot be contacted, notify Campus Residences to assist

Sanitarian collects information for analysis and review

Customer Advocate follows up with complainant

If needed, Campus Dining takes corrective action

If, at any time, there is an indication of a broader impact to the campus, the appropriate Campus Authorities will be notified immediately.

RESPONSE TEAM

- Campus Dining Sanitarian
- Campus Dining District Manager
- Campus Dining Social Media Manager
- FSA Executive Director
- FSA Director of Operations
- FSA Director of Marketing
- FSA Customer Advocate



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