



Food Manufacture

# Complaint Handling and Product Withdrawal

## Lesson 2

Become competent in complaint handling and product withdrawal/recall in a food manufacture environment by completing this course.

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Businesses will have a procedure to report and manage incidents and potential emergency situations that affect food safety, legality and quality. The procedure will cover four key areas





# Managing incidents and potential emergency situations procedure:

1. Response to a range of potential disasters for example fire or loss of essential services
2. Provision of alternative resources of water, energy, transport and possibly sub contracting production
3. How to handle malicious contamination or extortion
4. Methods to handle failure of or attacks against digital cyber security e.g., keeping a backup



# Revision Activity 2

List one thing that should be included in the management of incidents and potential emergency situations procedure?