



Food Manufacture

Complaint Handling and Product Withdrawal

Lesson 3

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

foodsphere.co.uk

©2020 Foodsphere Qualifications Limited





**The business
will have a
documented
product
withdrawal and
recall
procedure**



Product withdrawal and recall procedure should include:

- Key staff who make up a recall management team who have identified responsibilities
- Guidelines deciding if a product should be recalled/withdrawn, and the records associated with this
- List of key contacts e.g., recall management team, emergency services, suppliers, customers and certificatory/regulatory body
- Communication plan to customers, consumers and regulatory authorities
- List of external agencies who can provide advise and support e.g., specialist laboratories
- Plan to handle the logistics of product traceability, recovery or disposal of product
- Plan to record timings of key activity
- Plan to assess the root cause, implement improvement and stop it occurring again



Food factories use a root cause analysis system to get to the cause of the problem effectively. The problem can then be eliminated or reduce the chance of the problem occurring again.





**There are six
steps in a root
cause analysis**



Step 1

Define the problem

- Identify the problem and connect it with the customers need
- Look at the problem from a customers point of view
- What specific problems are observed
- What will happen to the business if the problem is not dealt with now



Step 2

Data will be collected relating to the problem

- What data is there to support the problem
- Speak to employees or customers
- Is the problem recurring
- Determine the measurable impact of the problem



Step 3

Determine what is causing the problem

- Find the underlying cause of the problem
- What factor or combination of factors have lead to the problem
- Find as many causes as possible
- Involve as many relevant people as necessary



Step 4

Prioritise the cause of the problem

- Prioritise the problem don't tackle it all at once
- Look at the impact and effort when prioritising



Step 5

Determine solutions to the problem and create a change

- Try to stop the problem from occurring again
- Decide when the change will be implemented and by who
- Decide who will control and monitor the change
- Decide on a method to report performance going forward



Step 6

Sustain and monitor

- Execution of the solution must be carried out
- The new solution process must be embedded into the factory processes
- The improvements should be monitored and sustained



The product withdrawal and recall procedure should be tested at least once a year to demonstrate that the system works in a timely manner and highlight where any improvements can be made. It can also be used as a training exercise should a real incident occur.





If a product is found to be unsafe it will not be placed on the market (in store).

A risk assessment can be performed to determine if the product is unsafe for consumption.





If a product is withdrawn or recalled a traceability procedure must be followed to identify all the product and ingredients affected.

An effective traceability system is used by trained staff to audit documentation and records which will verify the ingredients and products route throughout the factory back to the supplier and up to its final destination.





When a product is withdrawn or recalled due to a food safety issue then certain people must be notified immediately:

- Enforcement authorities
- Food Standard Agency (FSA)/Food Standards Scotland (FSS)
- Suppliers
- Business customers
- Customers (for recall purposes)



The unsafe recalled or withdrawn food should be stored correctly. It should be labelled as quarantined and stored away from non-affected food. Records should be kept of the traceability and disposal of the recovered food.





If the unsafe food can be made safe and within the law by re-working or re-labelling then this can be done as long as the enforcement authorities agree.





**If it is decided that
it is unsafe and
cannot be made
safe then it should
be disposed of
following the
relevant disposal
legislation**



Revision Activity 3

Name two people who should be notified if a product is withdrawn or recalled?