



Food Manufacture

Complaint Handling and Product Withdrawal

Lesson 4

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

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**When products
are withdrawn or
recalled it can
have a big
financial impact
on a food factory
in many different
ways**



The accounts department will have to reimburse customers for any loss to stock.





There will be a financial loss for the stock withdrawn or recalled being disposed of





The reputation of the business will be affected and can have a lasting financial affect and this may result in a reduction in sales.





The man hours used by staff to carry out the withdrawal or recall process will have a financial implication.





There may be legal fees and fines to pay should any action be taken against the food factory





The enforcement authority and customers (stores) may issue a fine to the factory for a withdrawal or recall, these fines can be very costly



Failure to withdraw
or recall an unsafe
product can result
in a very large fine
and or
imprisonment



Revision Activity 4

Name one way in which a product withdrawal can cost a food factory?