

County: \_\_\_\_\_

Complaint #: \_\_\_\_\_

FOOD ILLNESS COMPLAINT FORM

Date Reported: \_\_\_\_/\_\_\_\_/\_\_\_\_

Received by: \_\_\_\_\_

Complainant Name: \_\_\_\_\_

Phone Numbers: W: (\_\_\_\_)\_\_\_\_-\_\_\_\_ H: (\_\_\_\_)\_\_\_\_-\_\_\_\_ Cell: (\_\_\_\_)\_\_\_\_-\_\_\_\_

Address: \_\_\_\_\_

Reason for call: \_\_\_\_\_

(restaurant, wedding party, nursing home, catered event, etc.)

**Section to be completed by Nurse or Sanitarian following up on complaint**

Investigated by: \_\_\_\_\_

Date Investigation Initiated: \_\_\_\_\_

Total Number of people: \_\_\_\_\_

Number ill: \_\_\_\_\_

Number not ill: \_\_\_\_\_

Predominant symptoms: \_\_\_\_\_

Earliest onset of illness: Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Time: \_\_\_\_:\_\_\_\_ \_\_. M.

Latest onset of illness: Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Time: \_\_\_\_:\_\_\_\_ \_\_. M.

Did you go to a doctor or emergency room: Y/N

Name of MD or facility: \_\_\_\_\_

Were clinical specimens collected (blood, stool)? Y/N

If yes, by whom: \_\_\_\_\_

Information from MD/ER: \_\_\_\_\_

Do you know of any others who became ill: \_\_\_\_\_

Public Health Action Taken and Disposition\*: \_\_\_\_\_

Was this a foodborne outbreak: \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Can't tell

If yes, why: \_\_\_\_\_

\* Such as: inspections done, "no further reports received and closed", food samples collected, reported to IDEP, formal epi investigation underway, etc.

## INSTRUCTIONS

The clerk or receptionist who takes the initial call should collect the information on the Food Illness Complaint Form and then forward that complaint to the appropriate sanitarian or nurse depending on local policy.

A record of the complaints received should be kept and monitored on a routine basis. The following information should be listed from each complaint:

- Complaint number
- Name of Complainant
- Phone number
- Type of complaint

This information can be kept in basic ledger format, either in paper or an excel spreadsheet. The ledger should be monitored at a minimum of once a week by the sanitarian or nurse who handles enteric disease investigations to look for similarities between complaints. This routine monitoring will allow for quicker detection of associated cases or potential outbreaks.

Once the sanitarian or nurse receives the complaint form, he or she must decide the appropriate actions for the complaint. If the case is a sporadic case of a reportable enteric disease (i.e. Salmonella, Campylobacter, etc.) the follow up investigation should be carried out using the WVEDSS Foodborne Disease Report.

If it is determined that the complaint represents a suspected foodborne outbreak, the sanitarian or nurse should report the suspected outbreak to the Infectious Disease Epi Program and an epidemiologic investigation must be completed. Please consult IDEP or an experienced epidemiologist for assistance and guidance with this process.