

99118002029000

Food control authority, submit a consumer complaint

Heruntergeladen am 20.07.2025

<https://fimportal.de/xzufi-services/6000310-99118002029000/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99118002029000
Leistungsbezeichnung I	Food control authority, submit a consumer complaint
Leistungsbezeichnung II	Food control authority, submit a consumer complaint
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher	

Modul	Sachverhalt
Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	• Verordnung (EU) 2017/625 des Europäischen Parlaments und des Rates vom 15. März 2017 über amtliche Kontrollen und andere amtliche Tätigkeiten zur Gewährleistung der Anwendung des Lebens- und Futtermittelrechts und der Vorschriften über Tiergesundheit und Tierschutz, Pflanzengesundheit und Pflanzenschutzmittel, zur Änderung der Verordnungen (EG) Nr. 999/2001, (EG) Nr. 396/2005, (EG) Nr. 1069/2009, (EG) Nr. 1107/2009, (EU) Nr. 1151/2012, (EU) Nr. 652/2014, (EU) 2016/429 und (EU) 2016/2031 des Europäischen Parlaments und des Rates, der Verordnungen (EG) Nr. 1/2005 und (EG) Nr. 1099/2009 des Rates sowie der Richtlinien 98/58/EG, 1999/74/EG, 2007/43/EG, 2008/119/EG und 2008/120/EG des Rates und zur Aufhebung der Verordnungen (EG) Nr. 854/2004 und (EG) Nr. 882/2004 des Europäischen Parlaments und des Rates, der Richtlinien 89/608/EWG, 89/662/EWG, 90/425/EWG, 91/496/EEG, 96/23/EG, 96/93/EG und 97/78/EG des Rates und des Beschlusses 92/438/EWG des Rates (Verordnung über amtliche Kontrollen) • Lebensmittel-, Bedarfsgegenstände- und Futtermittelgesetzbuch (Lebensmittel- und Futtermittelgesetzbuch – LFGB) • Gesetz zur Ausführung des Lebensmittel- und Futtermittelgesetzbuches, des Vorläufigen Tabakgesetzes und des Verbraucherinformationsgesetzes im Freistaat Sachsen (SächsAGLFGB-VIG)
Teaser	If there is any doubt about the quality or even the health safety of food, cosmetics or food contact materials, you as a consumer*
Volltext	If there is any doubt about the quality or even the health safety of food, cosmetics or food contact materials, you as a consumer* have the right to lodge a

Modul

Sachverhalt

complaint.

Foodstuffs, cosmetics and food contact materials that are placed on the market must be harmless to health and must not conceal their true nature. The "nature" of the products refers to characteristics such as material composition, origin and quality.

*) In order to remain comprehensible, we limit ourselves to the generalised personal designations, they always refer to each gender - the editors

Complaints to the seller first

If you have a complaint about food, cosmetic products or food contact materials, you should always contact the seller or caterer first. As a rule, if the complaint is justified, the business itself will provide compensation or rectify the problem.

Involve the food inspectorate

If your complaint goes unnoticed, the incidents become more frequent or health complaints arise, it is advisable to involve the local food inspection authority. If you discover hygiene deficiencies in food businesses (e.g. restaurants, retail outlets, bakeries, butchers) or have reasonable grounds to suspect that food regulations are being breached there, you should also report this to the aforementioned authority. Information will generally be treated confidentially.

Product sample as proof

Have you had any health complaints after consuming a foodstuff, using a cosmetic product or handling food contact materials? Do you feel misled by the composition and presentation of the product or advertising claims? Then it is advisable to submit a sample of the product to the competent authority at the same time as the complaint (complaint sample).

Erforderliche Unterlagen

- Complaint form (not mandatory)
- Details and information on the reasons for the complaint

Modul	Sachverhalt
	• to preserve evidence: as much documentation as possible on the identity of the sample (e.g. proof of purchase, adverts, original packaging)
Voraussetzungen	Reasons for complaint • adverse health effects after consumption/use • Deviations in odour or taste (or also in appearance) • false or misleading information on the packaging or in advertising • Disgusting conditions during production, processing or sale You can also report establishments where such defects occur to the competent authority. The complaint to the food monitoring authority covers • Foodstuffs, additives, tobacco products • cosmetic products • Consumer goods that come into contact with food, such as Packaging material for food Crockery Cutlery Cooking utensils
Kosten	none The complaint is free of charge for you. Reimbursement of costs (e.g. for the product complained about, for your personal expenses or for the sample) is not possible.
Verfahrensablauf	• Please contact the competent authority with your complaint by telephone, in writing or in person. • You can also submit your complaint using the "Consumer complaint" form provided. Note: Your complaint will always be treated confidentially. • It is important that you provide detailed information about the complaint, which should be specific, factual and truthful. • If possible, submit a sample of the goods with the complaint (the competent authority will keep a record of this).

Modul

Sachverhalt

A certain quantity of the complaint sample is required in order to be able to carry out the necessary investigations. You can ask the competent authority whether the quantity still available is sufficient.

- If the foodstuffs in question require refrigeration, they should be transported to the competent authority as cool as possible.
- You should also provide as much information as possible about how the goods have been handled since they were purchased.

Further investigations/sanctions

If the reported cause threatens to harm the health of other consumers, the food control authority responsible for the manufacturer/seller will initiate further measures as listed below:

- A food inspector will carry out an official inspection at the establishment or shop in question. If possible, a comparative sample is taken from the same batch. If necessary, the inspection can also be carried out without a reference sample.
- On the basis of this examination, the Saxony State Examination Centre for Health and Veterinary Matters draws up a (food law) report if necessary. As the complainant, you will be informed of this or the result of the inspection, if requested.
- further investigations in the company
- Taking further follow-up samples
- in the event of serious hygiene deficiencies, it may even be necessary to close the business (even temporarily)
- the initiation of fine or criminal proceedings or administrative proceedings
- A ban on the sale of the product
- Recall action for the affected products or batches
- Informing the public
- europe-wide warning

Bearbeitungsdauer

Frist

- none Note: You should complain immediately so that

Modul	Sachverhalt
	any adverse changes to the sample can be largely ruled out.
weiterführende Informationen	
Hinweise	
Rechtsbehelf	not applicable
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	