

99118003029000

Food safety - Submit a consumer complaint

Heruntergeladen am 27.06.2025

<https://fimportal.de/xzufi-services/675/L100022>

Modul	Sachverhalt
Leistungsschlüssel	99118003029000
Leistungsbezeichnung I	Food safety - Submit a consumer complaint
Leistungsbezeichnung II	Food safety - Submit a consumer complaint
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Baden-Württemberg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher	

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Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	
Teaser	Food, cosmetics and consumer products must be safe and must not mislead you.
Volltext	<p>Food, cosmetics and consumer products must be safe and must not mislead you.</p> <p>Complaints about these products should always be made to the company first. The company usually provides compensation for justified complaints and puts an end to the grievances.</p>
Erforderliche Unterlagen	as much documentation as possible on the identity of the sample, such as proof of purchase, advertisements, original packaging
Voraussetzungen	<ul style="list-style-type: none"> • You have health problems after eating a food product, using a cosmetic product or handling consumer goods (e.g. baby dummies, toys, cutlery, textiles, food packaging, household cleaners) or • You feel deceived by their composition, their presentation or by advertising claims, for example about their origin or quality or • You suspect other violations of food law. • Also, if you discover hygiene deficiencies in food establishments such as restaurants, retail shops, bakeries, butcher's shops or suspect that food law regulations are being violated there, you should report this. • The establishment does not heed your complaint or the incidents become more frequent.
Kosten	<p>none</p> <p>Note: The Authority will not reimburse you for any costs incurred by you for the appeal sample such as the purchase price.</p>
Verfahrensablauf	You must submit your consumer complaint to the

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competent body in person, in writing or by telephone.

You can usually also submit the consumer complaint anonymously. You can agree on confidentiality with the food control authority.

The competent body records the consumer complaint. A food inspector will then carry out an inspection in the establishment where you bought the product. She or he will try to take a comparison sample from the same batch. If no comparison sample is available there, the food inspector will look for a suitable comparison sample in another shop. If necessary, the test will be carried out without a reference sample.

The competent authority will also record any information about establishments where hygiene deficiencies are observed. In these cases, too, a food inspector will then inspect the establishment concerned and, if necessary, take various suspect samples.

The competent body sends the complaint and comparison samples or the suspect samples taken during a factory inspection to the competent Chemical and Veterinary Investigation Office. The latter analyses the sample and draws up an expert opinion on the basis of food law.

If necessary, the food control authority responsible for the manufacturer or seller will take further measures on the basis of the opinion. For example, it can

- take further samples,
- carry out further investigations at the business
- initiate a fine or criminal proceedings, or
- in the case of serious hygiene deficiencies, (temporarily) close the business.

If the offending product may cause harm to the health of other consumers, the food control authority will immediately initiate appropriate measures to prevent this. These may be, for example

- a ban on the circulation of the product,
- a withdrawal of the affected products or batches,

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	<ul style="list-style-type: none"> • a public recall from consumers, or • a Europe-wide information of the other authorities.
Bearbeitungsdauer	
Frist	promptly, so that adverse changes to the complaint sample can be ruled out as far as possible
weiterführende Informationen	
Hinweise	<p>Further information on official food monitoring in Baden-Württemberg can be found on the Internet pages</p> <ul style="list-style-type: none"> • of the Ministry of Food, Rural Areas and Consumer Protection and of the • the Chemical and Veterinary Investigation Offices.
Rechtsbehelf	none
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	