

**Instructions for Use of Form FI 238-
Foodborne Illness Complaint Referral for MDARD-Regulated Foods or Facilities**

If consumer complaint is received first by MDARD:

1. INTAKE:

- a. MDARD will take complaint information and enter key information into electronic inspection system.
 - i. Nature of complaint (illness vs. injury).
 - ii. Specific food product.
 - iii. Purchase date, etc.
- b. MDARD explains referral will be made to LHD to do epi interview of ill persons.
- c. MDARD faxes e-Inspector complaint form to LHD with request to investigate.
- d. Make initial determination if regulatory investigation of food establishment is warranted (i.e. adulteration, recall, traceback issues, etc.).

2. FACILITY CONTACT:

- a. MDARD makes facility aware of complaint.
- b. MDARD asks facility if they are aware of additional illnesses. Names and contact information for any additional ill persons must be forwarded to the LHD immediately.

3. SITE VISIT (Regional Supervisor or LHD requested):

- a. Conduct environmental assessment, as needed, based upon epi work done by LHD or if other reasons indicate need.
- b. Item 2a above may be completed during site visit.
- c. Take regulatory actions as needed.

4. FOLLOW-UP:

- a. Complete MDARD portion of Form FI-238
- b. Email MDARD FI-238 and any written results of any investigation made and/or actions taken to LHD and Regional supervisor within 48 hours of completion of investigation at facility. Attach copies of investigations, evaluations, etc. as needed.
- c. Close complaint after 10 days of inactivity if no further investigation request received from LHD.

NOTE: Detailed symptoms, meal history and other case interview information should not be collected by MDARD staff.

If consumer complaint is received first by LHD:

1. INTAKE:

- a. Record complaint on Form A or equivalent and in agency complaint log.
- b. As with any FBI complaints received from any source, complete epidemiologic investigation per Public Health Code, P.A. 368 of 1978, §333.2433, and department policy.

2. NOTIFICATION/REFERRAL to MDARD:

- a. Complete MDARD Form FI-238 (may attach completed Form A or equivalent, to prevent additional data entry work) and make referral by emailing these forms to MDA-Complaints@michigan.gov
- b. On MDARD Form FI-238 indicate if an environmental assessment of facility is needed based upon results of epidemiologic investigation (i.e. does it seem plausible that illness could have been caused by the implicated food item, based on symptoms, incubation, etc.).
- c. Recommendation-Joint visits to conduct environmental assessments are encouraged. Occasional joint investigation visits are encouraged, even if not epidemiologically necessary, to maintain joint investigation skills.

3. FOLLOW UP:

- a. Attach information received from MDARD on the investigation to file.
- b. If no additional complaints received, close complaint in accordance with agency policy.

It is recommended to use this form for any complaint involving MDARD-regulated facility, even if no other MDARD action is expected.

Use of this form by LHDs is requested, but optional and will not be considered a requirement under Minimum Program Requirements.