

Common Food Complaints that do not constitute a risk to health

Nature of Complaint	Our Advice / Course of Action	Relevant Information
Husks or shells of seeds and/or nuts	Not a public health risk, bring to the attention of retailer.	In food manufacturing stages, the raw materials may sometimes not be efficiently processed. Although unsightly and unsavoury, they are not a health risk as they are normal parts of the original raw material.
Skin/bone in meat/fish products	Not a public health risk, bring to the attention of retailer.	Products made from meat, poultry or fish may contain small bones, skin, blood vessels or sinew as they form normal parts of the original animal. These may be unsightly and/or unsavoury but do not pose a public health risk.
Bakery char	Not a public health risk, bring to the attention of retailer.	Some bakery products can occasionally contain bits of overcooked dough which has flaked off from equipment especially loaf tins. This does not necessarily mean a low level of hygiene. Sometimes these blackish specs can be mistaken for rodent droppings, however, rodent droppings have a regular 'torpedo/cone' shape.
Bakery grease	Not a public health risk, bring to the attention of retailer.	Sometimes within bakery production, low levels of grease/oil may accidentally become incorporated into the products. The equipment is lubricated with a non-toxic, food safe oil which is not a public health risk.
Chocolate 'bloom'	Not a public health risk, bring to the attention of retailer.	If chocolate is stored at too high a temperature, the fats will begin to separate which may cause the chocolate to become discoloured or misshapen.
Insects, soil & stones on fruits, vegetables and salads	Not a public health risk, bring to the attention of the retailer, wash all products thoroughly before consumption	Insects, soils and stones are quite normal in fruit, vegetables and salad as they are grown in soil. If however there is vast amount of soil, stones or insects in the product it is recommended that you return the product to the retailer and do not consume it.
Greenfly	Not a public health risk, bring to the attention of the retailer, wash all products thoroughly before consumption	Salad leaves and vegetables may have greenfly attached. As the use of pesticides decreases this will become more common. Although they are difficult to wash off, they are not harmful and in fact they can show that the product is fresh.
Mould on fruits and vegetables	Not a public health risk, bring to the attention of retailer. Dispose of damaged produce.	Mould will naturally occur in fruits and vegetables as they age and especially if they become bruised or damaged. It is recommended that all products are checked thoroughly for damage before purchase.
Insects in tinned food	Not a public health risk, bring to the attention of retailer – <i>however, if cockroaches are found, contact the Food and Safety Team at the council.</i>	Small grubs (normally moth larvae) can sometimes be found in tinned vegetables. As they live inside the kernel or centre of the vegetable, they can be impossible to detect before processing. The canning process kills and sterilises them so they do not pose a public health risk. The same can be said for flying insects (wasps, flies etc.) found in tinned fruits.
Insects in dry foods (flour, sugar etc.)	Not a public health risk. It is recommended that dried goods are stored in airtight containers once opened.	Dried goods can sometimes contain small insects such as book lice and grain weevils. These do not carry a public health risk. They prefer warm and dark conditions and can spread to other areas quickly if not treated.
Small worms in white fish	Not a public health risk, bring to the attention of retailer. Check before purchase.	Cod, hake and haddock can sometimes bear small, round worms in their stomach and flesh close to the stomach. These can be cut away before cooking and any that are missed are killed during the cooking process. It is recommended that the products are checked thoroughly before purchase.
Mould in tinned products	Possible public health risk, contact the Food and Safety Team at the Council.	Dented, damaged or incorrectly processed tins can sometimes be a catalyst for mould growth within the tin (especially damage to the seals) DO NOT CONSUME PRODUCT IF MOULD CAN BE SEEN.