

Common Food Complaints

Tinned Foods
Fish
Vegetables & Fruit
Chocolate / Confectionery
Bakery Goods
Dried Foods
Meat
Wine

Product Type	Information	Public Health Risk	Action
Tinned Foods			
Field Insects	Insects that live naturally in fields may be harvested along with fruit and vegetables. Whilst food companies take steps to remove these insects, some will slip through the net. These insects and grubs are killed and sterilised by the canning process. As the use of pesticides decreases, the incidence of these pests will increase.	No Public Health risk	Contact retailer
Wasps and Fruit Flies	These are common in tins of fruit. They are naturally associated with ripe fruit and do not carry disease.	No Public Health risk	Contact retailer
Mould	Dented, damaged or incorrectly processed tins may allow mould growth to occur. This could indicate an error in production or storage.	Possible public health risk	Contact Environmental Health
Fish			
Glowing Fish	Luminous bacteria can sometimes be found on seafood. Seafood such as crabmeat, cooked shrimp, prawns and simulated seafood products made from surimi are the most common seafoods associated with luminescence or glowing. When seafood glows it means that luminous bacteria are present. It does not mean the seafood is unsafe or of low quality. There are no reports of illness from luminous marine bacteria growing on seafood.	No Public Health risk	Contact retailer
Cod Worm	White fish such as cod	No Public Health risk	Contact retailer

	<p>or haddock may be infested with a small, round brownish yellow worm. These are found in the flesh. They are killed by cooking and are harmless to humans. The affected parts of the flesh are usually cut away, but some may be overlooked.</p>		
Glass – like Crystals	<p>Certain naturally occurring elements commonly found in fish may develop into hard crystals during the canning process. These crystals may be mistaken for glass fragments and are called struvite. They are not harmful and will be broken down by stomach acids if swallowed. It is especially common in tinned salmon. Struvite crystals will dissolve if placed in vinegar and gently heated...glass will not.</p>	No Public Health risk if struvite	Contact Retailer if Struvite, Environmental Health if glass.
Vegetables & Fruit			
Stones, Soils and Slugs	<p>Fruit and vegetables commonly have soil, stones or small slugs adhering to them. This is quite normal as they originate in the soil.</p>	No Public Health risk	Wash fruit and vegetables thoroughly
Greenfly	<p>Salad vegetables, especially lettuce, may have green fly attached. This is becoming increasingly common as the use of pesticides decreases. Green fly are difficult to wash off but they are not harmful. In fact, they demonstrate that the salad is fresh.</p>	No Public Health risk	Wash fruit and vegetables thoroughly.
Discolouration of the middle of potatoes during cooking	<p>This is due to a chemical reaction during cooking; it is not harmful to humans.</p>	No Public Health risk	Add a drop of lemon juice or vinegar to the cooking water or return to the retailer.
Green Potatoes	<p>All potatoes contain natural toxins called glycoalkaloids, usually at low levels. However, higher levels of glycoalkaloids can be found in green parts of potatoes.</p>	Possible Public Health Risk	<p>If you've removed the green parts and the potatoes still taste bitter, don't eat them.</p> <p>Contact retailer as a natural occurrence in potatoes.</p>
Sprouting Potatoes	<p>It's safe to cook potatoes that have sprouted but</p>	No Public Health risk	Remove the sprouts before using them.

	they may not keep well and are more likely to blacken when cooked. Whatever your choice, always remove the sprouts before using them.		
White colouring on grapes	This is due to the crystallisation of the sugar in the grapes; it is not harmful to humans.	No Public Health risk	Wash fruit thoroughly.
Mould	Mould growth will naturally occur when fruit and vegetables become damaged and bruised, or if stored for too long. We recommend that you check produce before purchase.	No Public Health risk	Dispose of mouldy produce
Chocolate / Confectionery			
Chocolate Bloom	Chocolate may develop a light coloured bloom if stored at too high a temperature. It is not mould but is due to fat separation.	No Public Health risk	Contact retailer
Crystals	Large crystals may form in confectionery and may be mistaken for glass. The crystal will dissolve in warm water.	No Public Health risk	Contact retailer
Bakery Goods			
Bakery Char	Bread and cakes may contain bits of over cooked dough, which has flaked off bakery tins. It is not necessarily an indicator of poor hygiene. However it is sometimes mistaken for rodent droppings.	No Public Health risk	Contact retailer
Carbonised Grease	The machinery used to produce bread and cakes is lubricated with a non-toxic vegetable oil. Occasionally some may become incorporated into dough giving areas of the product a grey/greasy appearance.	No Public Health risk	Contact retailer

Dried Foods	Insects like beetles and weevils may infest dried products such as our, sugar and pulses if these foods are stored for too long. These do not carry disease, but they breed very quickly in warm, humid conditions, and so spread into uncontaminated food very quickly.	No Public Health risk	Do not use an insecticide because of the danger of contaminating your food. Dispose of all visibly infested packages in an outside waste bin and thoroughly clean the cupboards using a vacuum cleaner, paying particular attention to crevices. Immediately after use, dispose of the cleaner contents in an outside waste bin. Store new dried goods in airtight containers and ensure good ventilation in storage areas
Meat	Occasionally products made from meat and/or poultry may contain small bones, skin, hair, bristles or parts of blood vessels. These are unsightly but rarely a health hazard, as they are normal parts of the original animal.	No Public Health risk	Contact retailer
Crystals in Wine	These are potassium or calcium tartrate. They are naturally occurring, tasteless and harmless. Crystallisation occurs when a wine is kept at low temperatures for more than a few days. Tartrates, like sediment in red wines, should be seen as a positive indication that the wine has not been tampered with too much. Just be careful how you pour the last few drops from the bottle and you won't have any problems.	No Public Health risk	Contact retailer