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Recall reference: 2014/xxxx

[Contact name

Company details]

Dear [company contact name]

**RE: FOOD RECALL – RECALLDATE**

**[Recall number]**

**[Recall product details]**

**Recalled due to: [recall reason]**

Thank you for your advice on **[date]** of the recall on the above mentioned product/s. As you may be aware, Food Standards Australia New Zealand (FSANZ) coordinates and monitors food related recalls on behalf of the Australian Competition and Consumer Commission (ACCC). The ACCC is obliged to satisfy the Parliamentary Secretary to the Treasurer, who is responsible for Consumer Affairs, that a recall has been conducted satisfactorily and that consumers have been protected.

To enable FSANZ to report to the ACCC that you have conducted the recall satisfactorily and protected consumers, FSANZ requests that you provide information about the recall in the form of a post recall report. To assist you, a Post recall report template is enclosed. To fulfil FSANZ’s reporting obligations to our Board, the information provided in this post recall report will be de-identified and used to prepare reports on recalls coordinated by FSANZ.

An interim post recall report, containing information on how you are progressing with the recall is due by [2 weeks from the recall date] and should be sent to FSANZ via email or fax. The interim report consists of completing questions in Part A of the Post Recall Report template, attached to this letter.

A final post recall report, containing final stock recovery numbers and all final information requested in the attached template, is due by [one month from recall date].

If you have any questions concerning the interim or final post recall reports, please contact me on (insert phone number) or by email (insert e-mail address).

Thank you for your cooperation with this matter.

Kind regards

[Name]

Food Recall Coordinator

Food Safety Section

[Date]



**Post Recall Report Template**

The Australian Competition and Consumer Commission (ACCC) oversees all safety related recalls in Australia to ensure recalled product has been removed from the marketplace and there is effective communication of the recall to consumers.

When you have taken all reasonable steps to effectively manage the risk posed by the unsafe product, the recall can be closed.

As outlined in the post recall reporting section in the FSANZ *Food Industry Recall Protocol,* this information will enable FSANZ to advise the Parliamentary Secretary to the Treasurer, that your company has taken all reasonable steps to ensure the effective recall of your product.

*For the interim post recall report:* Please provide responses to **Part A** questions.

*For the final post recall report:* Please provide final responses to **all** questions below and **final** stock recovery figures (in Attachment 1)

**PART A**

**Recall information**

For the following six questions, FSANZ has prefilled the text with information provided during the recall. However, please check for accuracy and respond accordingly to Question 7.

1. The recall was notified to FSANZ on [insert time and date]

1. The products affected by the recall were

[insert products affected, including date markings and product descriptions for each]

1. The affected batch/s was/were distributed to:

|  |  |
| --- | --- |
| QLD | ❑ |
| NSW | ❑ |
| ACT | ❑ |
| VIC | ❑ |
| NT | ❑ |
| SA | ❑ |
| WA | ❑ |
| TAS | ❑ |

1. The product/s was/were imported: [Yes/No]?

|  |
| --- |
| If the product was imported please provide the customs entry number: |
| [Prefill if provided] |

1. The affected batch/s was/were exported: [Yes/No]?
2. The affected batch/s was/were exported to:

|  |  |
| --- | --- |
| [Insert country] | ❑ |
| [Insert country] | ❑ |
| [Insert country] | ❑ |
| [Insert country] | ❑ |
| [Insert country] | ❑ |
| [Insert country] | ❑ |
| [Insert country] | ❑ |
| [Insert country] | ❑ |

**Yes No**

1. Is the recall information above correct? ❑ ❑

|  |
| --- |
| If no, please indicate which information was incorrect and provide updated recall information: |
|  |

**Recall Plan** **Yes No**

1. Was your recall plan up to date and easily followed during ❑ ❑

the recall?

|  |
| --- |
| If no, please explain why: |
|  |

1. Is there anything about the recall plan which you are ❑ ❑

changing after the recall?

|  |
| --- |
| If yes, please give details: |
|  |

**Notifications** **Yes No**

1. Did you notify all the customers (ie distribution centres/retailers) ❑ ❑

you supplied the recalled food to?

|  |
| --- |
| If no, please explain why: |
|  |

1. How did you contact your customers?

(Tick all which apply)

|  |  |
| --- | --- |
| Email | ❑ |
| Phone | ❑ |
| Fax | ❑ |
| Online portal (eg GS1 Recallnet) | ❑ |
| Other | ❑ |
| If other please specify: | |
|  | |

**Yes No**

1. Did this notice outline a stock recovery procedure? ❑ ❑
2. What were your customers asked to do with the recovered stock?

(Tick all which apply)

|  |  |
| --- | --- |
| Stock to be destroyed on site | ❑ |
| Stock to be returned to you for destruction | ❑ |
| Stock to be returned to you for further processing | ❑ |
| Other | ❑ |
| If other please specify: | |
|  | |

**Yes No**

1. Have you attached a copy of the notification(s) sent to your ❑ ❑

customers to this report (including, where relevant, overseas recipients)?

**You are required to provide evidence which shows that all businesses you supplied the recalled food to, were notified of the recall.** If contacted by phone please provide a list of the companies called and the time and date of the phone call.

**For consumer level recalls the public needs to be informed that the food is being recalled.**

1. What communication methods did you use to inform the public of the recall?

(Tick all which apply)

|  |  |
| --- | --- |
| Newspaper ad | ❑ |
| Radio ad | ❑ |
| Point of sale notification | ❑ |
| Media Release | ❑ |
| Website information | ❑ |
| Customer loyalty database | ❑ |
| Other | ❑ |
| If other please specify: | |
|  | |

**Yes No**

1. Have you attached a copy of the final recall notice, ❑ ❑

as it was published, to this report?

(including what page the recall press ad was placed on)

1. If newspaper ad(s) were placed - in which newspapers did your recall press notices appear? Please provide the date of publication.

(Tick all which apply)

|  |  |  |
| --- | --- | --- |
| **Newspaper** |  | **Publication date** |
| The Canberra times (ACT) | ❑ |  |
| The Daily Telegraph (NSW) | ❑ |  |
| The Sun Herald (NSW) |  |  |
| The Sydney Morning Herald (NSW) |  |  |
| The Sunday Telegraph (NSW) | ❑ |  |
| The Age (VIC) | ❑ |  |
| Herald Sun (VIC) | ❑ |  |
| Sunday Herald Sun (VIC) | ❑ |  |
| The West Australian (WA) | ❑ |  |
| Sunday Times (WA) | ❑ |  |
| Courier Mail (QLD) | ❑ |  |
| Sunday Mail (QLD) | ❑ |  |
| The Advertiser (SA) | ❑ |  |
| Sunday Mail (SA) | ❑ |  |
| The Mercury (TAS) | ❑ |  |
| The Examiner (TAS) | ❑ |  |
| The Advocate (TAS) | ❑ |  |
| Northern Territory News (NT) | ❑ |  |
| Other | ❑ |  |
| If other please specify: | | |
|  | | |

**Corrective action** **Yes No**

1. Have you taken corrective action to prevent this problem ❑ ❑

happening again?

|  |
| --- |
| If no, please explain why: |
|  |

1. If yes, what action(s) have you put in place?

(Tick all which apply)

|  |  |  |
| --- | --- | --- |
| **Action** |  | **Description** |
| Training of staff | ❑ |  |
| Improved communication procedures | ❑ |  |
| Altered product ingredients | ❑ |  |
| Altered product label | ❑ |  |
| Changed suppliers | ❑ |  |
| New/changed equipment | ❑ |  |
| Amended processing/handling procedures | ❑ |  |
| Other | ❑ |  |
| If other, please specify: | | |
|  | | |

**PART B**

**Product accountability**

Final Information relating to units of stock recalled needs to be set out in: ATTACHMENT 1 – ***Product accountability.***

1. Was the recovered recalled food:

|  |  |  |
| --- | --- | --- |
| Destroyed | ❑ |  |
| Further processed | ❑ | Please describe: |
| Relabelled to comply with the requirements of the Code | ❑ | Please describe and attach a copy of the new label: |
| Other | ❑ |  |
| If other, please specify: | | |
|  | | |

**Yes No**

1. Have you provided evidence of the destruction, or other action ❑ ❑

taken on the recalled food, with this report?

**Testing**

**Yes No**

1. Did you undertake any further testing on the recovered ❑ ❑

recalled food?

i.e. for micro, chemical or physical contamination, allergens or other analyte

|  |
| --- |
| If so, please indicate the results from the testing: |
|  |

If you did not provide a copy of the analytical results from initial testing of the food, please provide this with the submission of the post recall report.

**Customer complaints and injuries/illness**

**Yes No**

1. Have you received any complaints and/or enquiries regarding

the food recall? ❑ ❑

|  |
| --- |
| If yes, please provide the total number and general details: |
|  |

1. Have you received any reported cases of illness/injury

(including deaths) associated with the food recall? ❑ ❑

|  |
| --- |
| If yes, please provide the total number and details: |
|  |

**Satisfaction with FSANZ’s coordination role**

To assist FSANZ evaluate recalls it would be appreciated if you could also provide the following information:

|  |
| --- |
| *How satisfied were you with the assistance FSANZ provided in coordinating the recall?* |
| Please rate  Not Satisfied / Satisfied / Very Satisfied |
| Comments: |
| *How satisfied were you with the information provided by FSANZ in assisting you to complete the recall?* |
| Please rate  Not Satisfied / Satisfied / Very Satisfied |
| Comments: |
| *Were you satisfied that FSANZ acted on the information provided in a timely manner?* |
| Please rate  Not Satisfied / Satisfied / Very Satisfied |
| Comments: |
| *Is there anything you wish FSANZ to consider in assisting with future recalls?* |
| Yes / No |
| Comments: |

|  |  |
| --- | --- |
| Recall Number: | FSANZ2014/ |
| Product: | Name |
| Company: | Name |

## Consumer Level Recall

Please fill in the units of product and the unit of measurement, for each description at A, B, C, D and E in the table below. This information determines the amount of food product which was both accounted for and unaccounted for following the completion of recall action. The information collected will be considered in conjunction with the answers provided in Part A and B above, in FSANZ’s evaluation of the recall. This evaluation will assist in determining whether the recall was conducted satisfactorily and will be the basis of the recall report provided to the ACCC by FSANZ.

A = Amount of food product manufactured/imported

B = Amount of food accounted for that remains under the manufacturer’s/importer’s

control (ie remaining in warehouse/ at DCs / destroyed / further processed / relabelled under control)

C = Amount of food accounted for that remains at retail level

(ie withdrawn off the shelves / destroyed)

D = Amount of food accounted for that was returned by consumers

(ie to retail/manufacturer/importer)

E = Amount of food sold but not accounted for under B, C and D above

|  |  |  |
| --- | --- | --- |
| **Description** | Units | Units of measurement (eg Kilos) |
| 1. Amount of food manufactured/imported  **(A = B + C + D + E)** |  |  |
| 1. Amount of food accounted for that remains under the manufacture’s/importer’s control |  |  |
| 1. Amount of food accounted for that remains at retail level |  |  |
| 1. Amount of food accounted for that was returned by consumers |  |  |
| 1. Amount of food sold but NOT accounted for under B, C and D   above  **E = A – (B + C + D)** |  |  |

|  |
| --- |
| **Comments:** |
|  |