

ALLERGEN INCIDENTS AND NEAR-MISSES: BEST PRACTICE



It's best practice to investigate all allergen incidents and near-misses thoroughly:



Encourage your team to **report** allergen incidents and near-misses.



Take **full customer details**, including contact information and how they were affected.



Speak to all team members **directly involved** to gather accurate information.



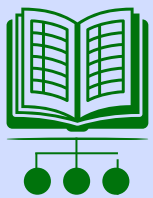
If possible, **retain a sample of the food** for testing.



Focus on support, not liability. Avoid **offering free meals** or compensation on the spot, this can be addressed after the investigation.



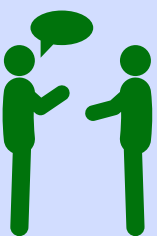
Show **empathy and take responsibility** without assigning blame.



Keep a detailed log of all incidents and near-misses. This helps identify whether it was a one-off or part of a recurring issue. **Categorise issues** such as equipment, training, staff etc. This will help you identify key areas for improvement.



If multiple reports relate to the same issue, conduct a **root cause analysis** to uncover systemic failures and take corrective action.



Communicate the outcome of the investigation to the customer, including any changes made to improve safety. At this point you may decide to discuss recompense as appropriate. In many cases, the main thing the customer will want is to **understand what happened** and what changes will take place to prevent a similar issue (i.e. staff training, adapting processes, etc.)

NOTE: Approach all incidents with empathy and care. While it's possible the reaction may have been caused by something outside your premises, it's essential to gather all the facts and, if appropriate, arrange for food testing. Thorough documentation and due diligence are key to understanding the root cause and demonstrating your commitment to guest safety.