

99118002029000

Food Control Authority, Submitting a Consumer Complaint

Heruntergeladen am 06.07.2025

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Modul	Sachverhalt
Leistungsschlüssel	99118002029000
Leistungsbezeichnung I	Food Control Authority, Submitting a Consumer Complaint
Leistungsbezeichnung II	Food Control Authority, Submitting a Consumer Complaint
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	

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Einheitlicher Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	• Verordnung (EU) 2017/625 des Europäischen Parlaments und des Rates vom 15. März 2017 über amtliche Kontrollen und andere amtliche Tätigkeiten zur Gewährleistung der Anwendung des Lebens- und Futtermittelrechts und der Vorschriften über Tiergesundheit und Tierschutz, Pflanzengesundheit und Pflanzenschutzmittel, zur Änderung der Verordnungen (EG) Nr. 999/2001, (EG) Nr. 396/2005, (EG) Nr. 1069/2009, (EG) Nr. 1107/2009, (EU) Nr. 1151/2012, (EU) Nr. 652/2014, (EU) 2016/429 und (EU) 2016/2031 des Europäischen Parlaments und des Rates, der Verordnungen (EG) Nr. 1/2005 und (EG) Nr. 1099/2009 des Rates sowie der Richtlinien 98/58/EG, 1999/74/EG, 2007/43/EG, 2008/119/EG und 2008/120/EG des Rates und zur Aufhebung der Verordnungen (EG) Nr. 854/2004 und (EG) Nr. 882/2004 des Europäischen Parlaments und des Rates, der Richtlinien 89/608/EWG, 89/662/EWG, 90/425/EWG, 91/496/EEG, 96/23/EG, 96/93/EG und 97/78/EG des Rates und des Beschlusses 92/438/EWG des Rates (Verordnung über amtliche Kontrollen) • Lebensmittel-, Bedarfsgegenstände- und Futtermittelgesetzbuch (Lebensmittel- und Futtermittelgesetzbuch – LFGB) • Gesetz zur Ausführung des Lebensmittel- und Futtermittelgesetzbuches, des Vorläufigen Tabakgesetzes und des Verbraucherinformationsgesetzes im Freistaat Sachsen (SächsAGLFGB-VIG)
Teaser	If there are doubts about the quality or even the health safety of food, cosmetics or consumer goods, you as a consumer have the right to lodge a complaint.
Volltext	If there are doubts about the quality or even the health safety of food, cosmetics or consumer goods, you as a consumer have the right to lodge a complaint.

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Foods, cosmetics and consumer goods that are put on the market must be harmless to health and must not conceal their true nature. By "nature" of the products, we mean characteristics such as material composition, origin and quality.

Complaint to the seller first

If you have a complaint about foodstuffs, cosmetics or consumer goods, you should always contact the seller or restaurateur first. As a rule, if the complaint is justified, the business itself will provide compensation or put an end to grievances.

Involve the food inspectorate

If your complaint goes unheeded, if the incidents accumulate or if health complaints arise, it is advisable to involve the local food control authority. If you discover hygiene deficiencies in food establishments (e.g. restaurants, retail shops, bakeries, butcher's shops) or have a reasonable suspicion that food regulations are being violated there, you should also report this to the aforementioned authority. Information will generally be treated confidentially.

Sample of goods as evidence

Have you had health complaints after eating a food product, using a cosmetic product or handling consumer goods? Do you feel deceived by the composition and presentation of the product or by advertising claims? If so, it is advisable to submit a sample of the product to the competent authority at the same time as the complaint (complaint sample).

Erforderliche Unterlagen

- Complaint form (not mandatory)
- Details and information on the reasons for the complaint
- for preservation of evidence: as much documentation as possible on the identity of the sample (e.g. proof of purchase, advertisements, original packaging)

Voraussetzungen

Reasons for complaint

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- health impairments after consumption/use
- Differences in smell or taste (or appearance)
- false or misleading information on the package or in advertising
- Disgusting conditions during production, processing or sale

You can also report establishments where such defects occur to the competent authority.

Complaints to the Food Control Authority cover:

- Foodstuffs, additives, tobacco products
- cosmetic products
- Commodities that come into contact with food, such as: Packaging material for food Tableware Cutlery Cooking utensils
- Commodities that come into contact with the body, such as: Jewellery Shoes Clothing

Kosten

- none

The complaint is free of charge for you.
Reimbursement of costs (such as for the product complained about, for your personal expenses or for the sample) is not possible.

Verfahrensablauf

- Please contact the competent authority with your complaint by telephone, in writing or in person.
- You can also submit your complaint using the "Consumer complaint" form provided.

Note: Your complaint will always be treated confidentially.

- It is important that you provide detailed information about the complaint, which should be specific, factual and truthful.
- If possible, provide a relevant sample of the goods with the complaint (the competent authority will keep a record of this).

In order to be able to carry out the necessary investigations, a certain quantity of the complaint sample is necessary. You can ask the competent

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authority whether the quantity still available is sufficient.

- If the food is subject to refrigeration, it should be transported to the competent authority as cool as possible.
- Furthermore, it is necessary to provide as much information as possible on the treatment of the goods since purchase.

Further investigations/sanctions

If other consumers are threatened with health damage by the reported cause, the food control authority responsible for the producer/seller will initiate further measures, as listed in extracts below:

- A food inspector carries out an official inspection at the establishment or shop concerned. If possible, a comparison sample is taken from the same batch. If necessary, the inspection can be carried out without a reference sample.
- On the basis of this examination, the Saxon State Institute of Health and Veterinary Investigation will, if necessary, draw up a (food law) report. You, as the complainant, will be informed of this or of the result of the inspection, if desired.
- further investigations on the farm
- Taking of further samples
- in the case of serious hygiene deficiencies, a closure of the business may be ordered (even temporarily)
- the initiation of a fine or criminal proceedings or an administrative procedure
- A ban on the sale of the product
- Recall of the affected products or batches
- Information to the public
- europe-wide warning

Bearbeitungsdauer

Frist

- none You should complain immediately so that adverse changes to the sample can be largely ruled out.

weiterführende

Modul	Sachverhalt
Informationen	
Hinweise	
Rechtsbehelf	non applicable
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	