



Ocean County Health Department
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Complaint Memorandum

Insp Date: 10/18/18 **Business ID:** 102478
Business: Dunkin Donuts/Baskin Robbins Drive Thru
1500 Rt 88 & Chambersbridge Rd
Lakewood, NJ 08701

Inspection: OW000394
File Number: 27787
Phone: 7329426188
REHS: B-102432 Karl Stine
Reason: 06. COMPLAINT
Results: Complete

Complaint Number: C-201810181343-OW

Time In / Time Out

Date	In	Out	Insp	Travel	Total	Mileage	Notes
10/19/18	11:30 AM	01:00 PM	1:30	0:00	1:30	0	
Total:			1:30	0:00	1:30	0	

Complaint Information

Type Food Complaint Date Received 10/18/18 Received By Rice, Cynthia
Complaint Origin _____ Date Assigned 10/18/18 Assigned Inspector Stine, Karl
Establishment Municipality _____ Date Finalized 10/23/18
Location _____
Owner, Agent of Responsible Person _____

Complainant Information

Complainant [REDACTED] Phone [REDACTED]
Address [REDACTED] City [REDACTED] State NJ Zip [REDACTED]
Occupation _____ Employer _____

Nature of Complaint: Bought two breakfast sandwiches, when she bit into one, it had active worms. Opening the sandwich, she saw both dead and live worms in the sandwich. The other sandwich had already been consumed by her child.

Complaint Investigation Narratives

Narrative Date 10/19/18 Narrative Author Stine, Karl

Complaint Investigation Narratives

10/19/18 - Arrived on site at approximately 1130 hours. Met with the store manager Faisal Haq as well as the owner Ram Hegde in order to discuss the complaint. As per their narrative of the situation, the complainant arrived the morning of 10/18/18 at approximately 1018 hours and purchased 2 breakfast sandwiches (both a bacon, egg, and cheese on a croissant). They received a call from the complainant around midday indicating an issue with one of the purchased breakfast sandwiches. The other sandwich was eaten by the child of the complainant and no known issues were reported with that food. At around 1330 hours one of the sandwiches was returned to the store. The complainant claims that when they bit into the sandwich, a worm or maggot was present. This same returned breakfast sandwich was still being kept on site by management for review. Upon investigating, no issues with the food were found at this time. The complainant had revealed that they believed the issue stemmed from the bacon used in the sandwich. Resultantly, the stock of bacon on site was carefully investigated in which no issues were found. This had been a new shipment of bacon received a few days before (on Monday) as management indicated their stock of bacon had run out late Sunday. As a note from one of the managers on site, the complainant had opened the breakfast sandwich to add ketchup yet no issues were noticed while doing so (as in no dead or live worms were noticed by the complainant on the sandwich while open and prior to consuming). A full inspection of this facility was performed following this complaint investigation. A Satisfactory rating was issued upon completion as no major violations were present. Please refer to this inspection for further details and information on this establishment.

10/31/18 Correction: It was inaccurately reported that the bacon on the sandwich was from a new shipment received on Monday morning. Although it was indeed a new shipment, it was actually received on Thursday morning (the morning of this reported incident). As mentioned, no issues were found with this shipment of bacon and Dunkin Donuts management was able to confirm that no issues were found at or with the supplier.