



Ocean County Health Department
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Complaint Memorandum

Insp Date: 12/2/2020 **Business ID:** 100842
Business: Dunkin Donuts #306118
13 Lanes Mill Road
Brick, NJ 08724

Inspection: OW001066
File Number: 7227
Phone: 732-458-7787
Inspector: B-102062 George McCoy
Reason: 06. COMPLAINT
Results: Complete

Complaint Number: C-202012020821-OW

Complaint Information

Type Food Complaint Date Received 12/02/20 Received By Protonentis, John
Complaint Origin Public Date Assigned 12/02/20 Assigned Inspector McCoy, George
Establishment Municipality _____ Date Finalized 09/10/21
Location _____
Owner, Agent of Responsible Person _____

Complainant Information

Complainant John Protonentis Phone _____
Address _____ City _____ State _____ Zip _____
Occupation _____ Employer OCHD

Nature of Complaint: Dirty restaurant.

Complaint Investigation Narratives

Narrative Date 12/02/20 Narrative Author McCoy, George

12-2-20. ONSITE, I MET WITH THE CLERK. I ASKED IF SHE WAS AWARE OF THE COMPLAINT .SHE STATED THAT SHE WAS NOT.I VISITED THE FRONT COUNTER AREA WHICH REQUIRED HOUSEKEEPING.I WALKED THROUGH THE PREP. / FRONT SERVING AREA AND MADE SUGGESTIONS AS SHE CORRECTED ISSUES. NEXT I VISITED THE REAR CLEAN ,STAGING AND STOCK AREAS. THIS AREA WAS POORLY LIT. AND I OBSERVED LARGE AREAS OF THE CEILING TO BE SEVERELY WATER DAMAGED, BROKEN AND HANGING FORM THE FRAMEWORK. DARK MOLDY MATERIAL WAS VISABLE ON THE TILES AND SHEET ROCK
I TOLD THE STAFF MEMBER THAT THIS MUST BE CORRECTED IMMEDIATLY.
SHE CONTACTED HER MANAGER AND INFORMED HIM OF MY FINDINGS.
12-3-20, ONSITE, I MET WITH STAFF. CERTAIN DROP CEILING HAVE BEE REPLACED. THE DAMAGED SOLID CEILING HAS NOT BEEN ADDRESSED. AS PER STAFF MANAGEMENT HAS CONTRACTED A TECH.CONDUCT REPAIRS, ALSO THE BRICK TWP. FIRE OFFICIAL IS ENVOLVED REGARDING VERTAIN ISSUES.AS PRE STAFF REPAIRS WILL BE COMPLETED BY THIS WEDNESDAY.

Complaint Investigation Narratives

Narrative Date 12/09/20

Narrative Author McCoy, George

12-9-20, ONSITE. I CONDUCTED A CH 24 RE INSPECTION WHICH RESULTED IN A CONDITIONALLY SATISFACTORY RATING. THE DAMAGED CEILING HAS BEEN PARTIALLY REPAIRED (BASICALLY ,HACKED SHEETROCK HAS BEEN NAILED INTO THE OPEN HOLES. NO TAPING OR FINISHING ARE PROVIDED. CERTAIN CEILING TILES HAVE BEEN REPLACED . THE REST ROOMS , AND REAR CLEAN UP AND STORAGE AREAS STILL SOILED AND IN NEED OF HOUSEKEEPING. ALSO UNNECESSARY ITEMS .(HOOD PARTS) (OVEN). BULK ITEMS MUST BE REMOVED.

Complaint Investigation Narratives

Narrative Date 08/13/21

Narrative Author McCoy, George

8-13-21, I RETURNED TO THE ESTABLISHMENT FOR THE REINSPECTION.

THE ENTIRE ESTABLISHMENT IS IN NEED OF CLEANING AND ORGANIZATION.

THE PREVIOUS WALL AND CEILING DAMAGE HAS NOT BEEN ADDRESSED AT ALL.

DAMAGED CEILING AREAS ARE STILL OPEN. BUCKETS HAVE BEEN LEFT ON THE FLOOR TO CATCH RAIN WATER ETC..

ALL PREP. TABLES HAND SINKS AND 3 BAY SINK , WERE OBSERVED TO BE FILTHY. REST ROOMS ARE CLOSED TO PATRONS. THEY ARE IN NEED OF CLEANING ALSO THE MENS ROOM TOILET HAS A LARGE GRAY RING AT THE WATER LINE.. ALSO ALL OLD AND OUT DATED EQUIPMENT CURRENTLY STORED IN THE REAR AREA MUST BE REMOVED.

A CONDITIONALLY SATISFACTORY RATING WAS GIVEN AT THE END OF THIS INSPECTION.

CURRENTLY THERE WAS NO MANAGER ONSITE TO DISCUSS THE INSPECTION FINDINGS WITH.

8-23-21. I PHONED THE CONTACT PERSON LISTED IN THE INFO. DATA.RAM HEDGE. [REDACTED].

NUMEROUS TIMES , TO DISCUSS THE INSPECTION AND OPEN COMPLAINT THERE WAS NO ANSWER AND THE VOICE MAIL IS NOT ACTIVE.

Complaint Investigation Narratives

Narrative Date 08/27/21

Narrative Author McCoy, George

ONSITE, I MET WITH [REDACTED] . MANAGEMENT. WE TOURED THE FACILITY. WE OBSERVED MANY DAMAGED CEILING TILES HAVE BEEN REMOVED AND A PORTION OF THE WATER DAMAGED , MOLDY SHEET ROCK FROM THE REAR STORAGE ROOM.MANY DAMAGED TILES ARE INPLACE AND REQUIRE REMOVAL.

WORK , CLEAN UP REST ROOM AND STORAGE AREAS ARE STILL SOILED.THE ENTIRE ESTABLISHMENT IS IN NEED OF HOUSE KEEPING

DAMAGED AREAS MUST BE ADDRESSED AND POSSIBLY CONTRACTORS PLASTIC USED TO SEAL THESE IMPACTED AREAS UNTIL PROPER REPAIRS ARE MADE.

THE ESTABLISHMENT IS CURRENTLY CONDITIONALLY SATISFACTORY DUE TO THESE ISSUES.

Complaint Investigation Narratives

Narrative Date 09/09/21

Narrative Author McCoy, George

Complaint Investigation Narratives

9-9-21 I phoned [REDACTED] to discuss his progress in correcting the issues listed in the ch 24 sasnitary inspection. he was not available. He has not reach out to me as asked to inform me of his progress in the clean up etc. I left a detailed voice mail , including my contact info. requesting a call back.

Complaint Investigation Narratives

Narrative Date 09/10/21 Narrative Author McCoy, George

9-10-21, I received a phone call from [REDACTED] the operator. He informed me that the establishment had been cleaned up and that damaged sheet rock and ceiling tile had been removed and replaced. I told him that I would return to the site to perform a reinspection today.

9-10-21, Onsite. I performed a reinspection which resulted in a satisfactory rating. The establishment has been cleaned, repairs have been made and unused equipment has been removed.
There is no further cause for action at this time by the OCHD>