

Ocean County Health Department

Complaint Memorandum

printed on: 9/25/20

No. C17-0091

Food Comp.
Complaint Type

02/07/2017
Date Received

Lynn England
Received By

PUBLIC
Complaint Origin

02/07/2017
Date Assigned

Dwight Gerdes
Assigned Inspector

BRICK TWP.
Establishment Municipality

02/08/2017
Date Finalized

Location

Owner, Agent of Responsible Person

[REDACTED]

[REDACTED]

[REDACTED]

Complainant

Address

Phone

Occupation

Employer

**Purchased regular hand tossed large pie with extra cheese. Cheese was spongy. Became ill after eating the pizza.
Please contact the complainant.**

Nature of Complaint

Complaint Investigation Narratives

02/08/2017

2/8/17 1205

Narrative Date

Dwight Gerdes

Narrative Author

Dwight Gerdes, REHS on site. Call to complainant prior to going into the establishment. Complainant indicated:

Mozzarella cheese was like cottage cheese. Told manager of Pizza Hut by phone complainant got sick and have 2 pieces left. Manager (Bill? or Tom?) said what do you want me to do? Complaint made to OCHD. Not sympathetic or accommodating.

Wife said it doesn't taste right but she didn't get sick. Dogs wouldn't eat the pizza when offered to them. After eating pizza sick within one hour. Vomiting and diarrhea symptoms. Has flu and pneumonia shots. Did not go to emergency room or doctor. Not looking for a free pizza or anything, just wanted to let manager know there might be a problem to look into.

Upon entrance to the establishment and complaint is reviewed with manager -

Manager indicates:

Bill Pavano, General Manager knows nothing about this complaint. Complaints to corporate now go first to the District Manager before filtering down to the store. District Manager is called by the GM> District manager is not aware of any complaints. GM indicates that there was a call - Said he gets the hand-tossed pizza once a month. He said his wife got sick and he's not coming back and he hung up. GM was not given the opportunity to "make good" on a customer's bad experience, maybe offer a gift card or another pizza etc. Staff was pooled at this time but no one was contacted about this complaint. GM continues: Pizza Hut does a mandatory food safety check list twice a day. Mozzarella comes in frozen and pre-cut, looks like a cheese crumble and takes 3 days to thaw in refrigeration. All foods in refrigeration undergo rotation (FIFO) and out of code foods are discarded.

Observed:

Products in code; not expired. Mozzarella does look like pieces (small) not large chinks or strings. Cheese and sauce 29 degrees F in Pizza prep station and 32 degrees F in walk-in. General cleanliness is satisfactory at this time.

No cause for further action by this agency at this time.

NO CAUSE FOR FURTHER ACTION AT THIS TIME.

☒ Final Entry: NO CAUSE FOR FURTHER ACTION AT THIS TIME.



Investigator's Signature

Dwight Gerdes