

Ocean County Health Department

Complaint Memorandum

printed on: 9/25/20

No. C17-0178

Food Comp.
Complaint Type

03/09/2017
Date Received

Lynn England
Received By

PUBLIC
Complaint Origin

03/09/2017
Date Assigned

Dwight Gerdes
Assigned Inspector

TOMS RIVER TWP.
Establishment Municipality

03/14/2017
Date Finalized

Johnny G's Pizza & Pasta
1812 Hooper Ave
Toms River, NJ 08753

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Toms River, NJ 08753

Block: 397
Lot: 1

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Location

Owner, Agent of Responsible Person

Complainant

Address

Phone

Occupation

Employer

3-8-17 purchased a medium fountain soda, Coke. to go. Found a white dirty filter piece and a 2" black plastic piece.

Nature of Complaint

Complaint Investigation Narratives

03/10/2017

3/10/17 1507

Narrative Date

Dwight Gerdes

Narrative Author

Dwight Gerdes, REHS on line with the owner, John Cataldo and Mike Cataldo, President of the corporation.
John and Mike are familiar with this complaint and indicate:

- Incident happened last Wednesday 3/8/17. Initially, complainant was waited on by a staff member. Ordered pizza and a large soda. Restaurant was very busy that day. Plastic pieces missing from soda dispenser were noticed after complainant called (fountain nozzle black cap and white filter inside). No complaint of food borne illness is expressed by the complainant. It was understood that the complainant's son went to drink from the large soda, The cup was opened and dark colored syrup was seen with the soda and 2 pieces of plastic inside. Complainant did not bring plastic pieces back. Mike spoke with complainant by phone and apologized profusely and offered a refund, food but complainant kept saying "I don't know what to do". No further communication after complainant hung up on Mike.

Soda fountain is reviewed for black plastic cap and white filter inside.

A photo of cap and filter are taken at this time to see if complainant has the same parts or different.

While on site, complainant is called on listed phone number in this complaint. Left a message requesting a return call. Off site 1552.

03/14/2017 3/14/17

Narrative Date

Dwight Gerdes

Narrative Author

A call is received from the complainant; complainant left a message.

Call is returned to the complainant at 0851 on 3/14/17. Left a message requesting a return call.

Calls are again received with a message and returned. Complainant indicates that she is not the person who had the problem. At 1616 complainant states:

- Found plastic parts in soda cup . Not trying to create a problem. recommended bringing the cup and plastic pieces back into the establishment and speak with the owner to swap out for new product. Complainant was disconcerted that something was in the cup but no claim of injury or foodborne illness.

Information is provided back to the owner prior to the closure of this complaint. 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