



Notice to Customers Complaints Concerning Illness (LCB 2458)

Dear Customer:

We regret that you feel that the nature of your illness was caused by the consumption of a product that was purchased from the LCBO.

We apologize for any inconvenience that may have resulted from this incident.

It is the policy of the LCBO that all reported complaints concerning illness, potentially due to the consumption of a product purchased from the LCBO, be reported to a physician. Your physician may elect to direct your complaint to the local Board of Health for investigation by a public health inspector. Once the complaint has been investigated, the inspector may then decide to direct the matter to an appropriate regulatory body for further action.

This policy is for the protection of the consumer and is in accordance with the procedures of the Ontario Ministry of Health for investigating alleged complaints of illness due to the consumption of all food products.

The following steps should be taken when reporting an illness.

- 1)** Complete the Customer Product Quality Complaint Form, LCB 2457.
- 2)** Leave the product suspected to have caused the illness with the store manager. Prior to leaving the store, you will be given a refund for the retail purchase value.
Should you decide not to leave the product with the store manager, a refund will not be issued at this point and you are not required to complete the Customer Product Quality Complaint Form, LCB 2457. No further action on the part of the LCBO will be taken at this time.
- 3)** Retain if possible, samples of food consumed during the previous twenty-four hours.
- 4)** Contact your physician.

The product suspected to have caused the illness will be forwarded to the LCBO Quality Assurance Department for investigation. You will be advised of their findings accordingly.

Your cooperation in this matter is greatly appreciated.