

Farm Name \_\_\_\_\_

**DOC 3.31 Call Sheets for Incoming Complaints or Threats\***

**Records of Telephone Calls**

Call sheets for incoming complaints or threats

**FOR PERSONS CLAIMING AN ILLNESS OR INJURY**

(This is a rather lengthy questionnaire, but it covers EVERYTHING. If the person on the phone is frustrated that it's "taking too long," assure them that, "We want to confirm ALL the facts so we can make the best decision about what to do next. I'm sorry that it's going slowly; thank you so much for your patience.")

Who received this call? \_\_\_\_\_

Date and time of incoming call: \_\_\_\_\_

Name of person calling: \_\_\_\_\_

Phone number(s) where they can be contacted: \_\_\_\_\_

What product did you call to discuss? \_\_\_\_\_

Specific packaging info (size, any product codes on it) \_\_\_\_\_

Describe exactly what you think may be the problem: (Odor, color, taste, allergic reaction, object in the food, etc.) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Where (and when) was this product purchased? \_\_\_\_\_

How was it stored before use? \_\_\_\_\_

How was it used or prepared? \_\_\_\_\_

Name of person who is ill or injured: \_\_\_\_\_

Address and phone # of this person, or (if a minor) their parent or guardian: \_\_\_\_\_

\_\_\_\_\_

Age of person who is ill or injured: \_\_\_\_\_

Does this person have any other known illnesses or allergies? \_\_\_\_\_

\_\_\_\_\_

What are the person's symptoms? \_\_\_\_\_

In what order did the symptoms appear? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do you know how much of the product this person consumed? \_\_\_\_\_

Did anyone else consume the product at the same time? \_\_\_\_\_

Are they having the same symptoms? \_\_\_\_\_

Has the person seen a doctor for this problem? \_\_\_\_\_ If so, when? \_\_\_\_\_

Was there a diagnosis? \_\_\_\_\_

Doctor's name and phone number \_\_\_\_\_

Have you reported the illness/injury to anyone else? \_\_\_\_\_ If so, whom? \_\_\_\_\_

Do you still have any of the products? \_\_\_\_\_ Do you have the original container? \_\_\_\_\_

(If so, tell them to KEEP these; DO NOT throw them away!) \_\_\_\_\_

Can we send someone out to pick it up for testing? (get address) \_\_\_\_\_

\_\_\_\_\_

Is there something specific you are asking \_\_\_\_\_ (company) \_\_\_\_\_ to do or consider doing?

\_\_\_\_\_



## FOR TELEPHONE THREATS

Which person received this call? \_\_\_\_\_

Date and time of incoming call: \_\_\_\_\_

What did the caller say? \_\_\_\_\_

\_\_\_\_\_

What threat was made? \_\_\_\_\_

\_\_\_\_\_

What demand was made? \_\_\_\_\_

Did the caller say they would call again? \_\_\_\_\_ If so, when? \_\_\_\_\_

\_\_\_\_\_

In your opinion, how old was the caller? \_\_\_\_\_

Did you notice any type of accent? \_\_\_\_\_

Any other speech characteristics (lisp, stutter, mispronunciation of certain words, etc.)? \_\_\_\_\_

\_\_\_\_\_

Did the caller seem to be:

Male? \_\_\_\_\_

Female? \_\_\_\_\_

White? \_\_\_\_\_

Black? \_\_\_\_\_

Hispanic? \_\_\_\_\_

Asian? \_\_\_\_\_

Middle Eastern? \_\_\_\_\_

Other? \_\_\_\_\_

Describe any specific background noises you heard. \_\_\_\_\_

\_\_\_\_\_

Telephone booth? \_\_\_\_\_

Cellular phone? \_\_\_\_\_

How was the caller acting? (Anything NOT on this list? \_\_\_\_\_)

Calm \_\_\_\_\_

Intoxicated \_\_\_\_\_

Irrational \_\_\_\_\_

Angry \_\_\_\_\_

Desperate \_\_\_\_\_

Vulgar \_\_\_\_\_

Crying \_\_\_\_\_

Rational \_\_\_\_\_

Excited \_\_\_\_\_

Taunting \_\_\_\_\_

Hostile \_\_\_\_\_

Laughing \_\_\_\_\_

Threatening callers often begin with something like, "Listen very carefully. I'm only going to say this once." The caller usually insists on setting the "ground rules" for the conversation. You may be frightened, but it is VERY important that you STAY CALM and give the caller your FULL ATTENTION. Try to obtain as much information as possible from the caller—and ABOUT the caller, as you listen. Complete this form IMMEDIATELY after taking the threatening call, and report the incident IMMEDIATELY, as outlined in your company's emergency policy.

\_\_\_\_\_  
Signature of person who took this call

Given to: \_\_\_\_\_  
or follow-up investigation on

\* *The Food Recall Manual, University of Florida*