

Complaint FAQ's:

How do I report a food and/or lodging complaint?

If you or someone in your party has experienced a foodborne illness, complete the [Illness Complaint Form](#). If you are having difficulties with filling out the form call the Health Department Monday through Friday between 7:45am-4:30pm at 802-863-7221. If your complaint exclusively contains general sanitation issues or personal hygiene concerns of a food and/or lodging establishment complete the [Sanitation Complaint Form](#).

Can I make an anonymous complaint?

We accept some complaint information anonymously. Please know that it may be difficult to investigate complaints that do not contain name and contact information for additional questions. Complaint details and any responses will be maintained as a public record and may be subject to disclosure under the Vermont Public Records Act.

How long after reporting my concerns/experiences is an inspection completed?

All complaints are reviewed for appropriate follow up. Inspections are conducted based on the public health risk. Your complaint may not indicate a regulatory violation or prompt an immediate inspection.

Is the business staff or owner warned before an Inspector arrives?

Health Inspections based on complaint information are conducted without notice to the establishment or the person in charge of the establishment.

Who do I contact about expired food items found in a Grocery Store (milk, bread, canned goods, etc.)?

Date labeling on food products is often for quality and not for safety. Depending on the product of concern, you can contact the Health Department. For concerns about dairy and meat products, please contact the Vermont Agency of Agriculture, Food & Markets at 802-828-2426.

You can find explanations of food product dating requirements from the USDA [here](#).

Can I report issues concerning a Senior Residential Community?

Contact the Vermont Department of Disabilities, Aging, and Independent Living (DAIL) at (802) 241-2401 for complaints and concerns for aging and independent living communities.

Can your program assist me with a refund from a food and/or lodging establishment?

Our program does not assist in monetary retribution for customers. Contact the Vermont Attorney General's office, Consumer Protection Unit at 800-649-2424.

Can I report an illness complaint that involves a group/party?

Yes, please complete the [Illness Complaint Form](#). If you are having difficulties completing the form, please call Monday through Friday 7:45am-4:30pm.

Can I make an illness complaint that occurred several months ago?

Yes, please complete the [Illness Complaint Form](#) or call Monday through Friday 7:45am-4:30pm if you are having difficulties with filling out the form.