

Consumer complaint

What can I do if I want to complain about a food product, about unhygienic conditions in a food business or if I suspect that I have become ill from a food product?

Competent Department

- [Lebensmittelüberwachungs-, Tierschutz- und Veterinärdienst des Landes Bremen \(LMTVet\); Standort Bremen](#)

Contact Person

- [Geschäftszimmer Lebensmittelüberwachung](#)

Geschäftszimmer Lebensmittelüberwachung

+49 421 361 15240

+49 421 361 15244

E-mail

Basic information

You can inform us about this.

We will then follow up on your information.

If you have purchased spoiled food, for example, you can also hand it in to us. Please contact us beforehand. It is important that you can tell us when and where you bought the food. This is easiest if you also have the receipt with you.

Do you have any health complaints and suspect that these are the result of eating food in restaurants, canteens, snack bars or similar establishments? Please inform us as soon as possible, as this will give us the chance to find remnants of the food components that are not yet on the market in the establishment concerned, which we can have tested.

Depending on the severity of your symptoms, you should of course not fail to consult a doctor. In very urgent cases and at weekends, we can be contacted via the police.

Requirements

The more precise the information you can give us, the more targeted our investigations, checks and measures can be. Please take some time to gather all the important information about your complaint in advance. Our colleagues on the phone will then guide you through a list of questions, which you can then answer much more easily. Important questions include the type of product/problem, when it occurred, when the food was purchased and the like.

Procedure

Information can be reported to LMTVet by email, fax or telephone - in very urgent cases and at weekends we can be contacted via the police.

Once the information has been received, the facts of the case will be checked and, in the event of a violation, measures will be initiated by the authorities.

Reports concerning Bremerhaven are recorded centrally in Bremen and forwarded to the relevant department.

What deadlines must be paid attention to?

in a timely manner

How long does it take to process

in a timely manner

What are the costs?

none