

How to report an allergic reaction to food

Step 1: Manage the allergic reaction / anaphylaxis

Step 2: Report the reaction

Packaged food

Photograph and keep food

Photograph front of pack, ingredient list, allergen information, batch number and use by date. Label it DO NOT EAT then freeze it.

Note where and when the food was purchased

Note where the food was bought from and the date. Keep the receipt.

Make a written record


Write a record of what happened, including any medical treatment as soon as possible.

Contact Allergy & Anaphylaxis Australia for help in reporting.
Call 1300 728 000 or email coordinator@allergyfacts.org.au

Contact state/territory health department or food authority in the state the food was produced in or imported into.

If asked, give a small amount of the food to the health department officer, but make sure you keep the rest of the food.

From a food service business

Did you tell staff about your food allergy? 
If yes, proceed with reporting a complaint.

Photograph and keep food

Photograph the suspect food and if possible take it home. Label it DO NOT EAT and then freeze it.

Note where and when the meal was purchased

Note the name of the food service and the time and date. Keep the receipt.

Make a written record

Write a record of what happened, including any medical treatment, as soon as possible.

Contact state/territory health department or food authority where the food service business is located.