

Allergen incident log

One sheet per reaction, near miss or complaint (Chapter 10). The near miss is the lesson you got for free. Write it down.

A suspected reaction: call 999 and say you think it is anaphylaxis, and if they have an adrenaline auto-injector, help them use it. The two NHS pages put these in a different order: follow the page for your nation. Then do what the call handler says. Record it here the same day.

Date and time _____ Written by _____ Type: reaction / near miss / complaint _____

Table, ticket and dish _____ What the guest said (their words) _____

Ticket flagged? Called at the pass? _____ 999: time called / time crew arrived _____

What happened, in order, with times

Kept: plate, ticket, packaging, card version _____ Where it broke (link in the chain, Chapter 1) _____

Action: what changes, who, by when _____ Told: who, and when _____

Review within 48 hours: five questions

- ☐ What happened, minute by minute? Use this log, the ticket and the people who were there.
- ☐ Which link in the chain broke: supplier, delivery, storage, recipe card, allergen matrix, menu and board, order, ticket, pass or table?
- ☐ Why didn't the check at that point catch it?
- ☐ What changes, who does it, and by when?
- ☐ Who needs to know, and how will you know the change has worked?

Reviewed by _____ Review date _____ Dish back on sale (date) _____