

Who to Contact When You Have a Food Safety Complaint



In Canada, the responsibility for food safety is shared between the federal government and provincial health units or departments. Depending on your concern, and the type of food business involved, there are different departments you should contact.

- If you suspect you are experiencing symptoms due to a foodborne illness, or have a severe allergic reaction, seek medical attention.
- If you have a food safety concern, use the contact numbers below to report to the proper agency. All agencies work together, so your complaint will be assessed and redirected, if necessary.

Concerns	Agency	Links
If you become sick, or have an adverse reaction, after eating at a public facility, or after attending a public event, contact your local public health unit.	Manitoba Health	Contact a Manitoba Public Health Inspector
If you become sick after eating a commercially-packaged food from a retail store, such as a grocery store, report your concern to the Canadian Food Inspection Agency.	Canadian Food Inspection Agency	Report a food-related concern - Canadian Food Inspection Agency (canada.ca)
If the food product was prepared in the grocery store, (e.g., salad, etc.) contact Manitoba Health.	Manitoba Health	Contact a Manitoba Public Health Inspector
Sanitary concerns at retail or grocery stores Report cleanliness concerns, rodent or insect sightings, or poor food handling practices by store staff.	Manitoba Health	Contact a Manitoba Public Health Inspector
Sanitary concerns at restaurants or other food establishments Report cleanliness concerns, rodent or insect sightings or poor food handling practices by store staff.		
Labelling concerns Report incorrect labelling of food items.	Canadian Food Inspection Agency	Report a food-related concern - Canadian Food Inspection Agency (canada.ca)
Food fraud concerns Report concerns about substituting, adulterating or diluting ingredients, mislabelling products, making false or misleading claims.	Canadian Food Inspection Agency	Report a food-related concern - Canadian Food Inspection Agency (canada.ca)

Concerns	Agency	Links
Allergen concerns from a packaged food product	Canadian Food Inspection Agency	Report a food-related concern - Canadian Food Inspection Agency (canada.ca)
Facilities operating without a permit If you suspect someone is operating a food establishment without a permit.	Manitoba Agriculture or Manitoba Health	Province of Manitoba agriculture - Food Safety (gov.mb.ca) Contact a Manitoba Public Health Inspector
Food Processors Food safety concerns related to Manitoba food processors that are listed on the Food Processing and Distribution Facilities with Manitoba Agriculture Issued Permits webpage.	Manitoba Agriculture	Province of Manitoba agriculture - Food Safety (gov.mb.ca)
For all other food processors not listed on the Food Processing and Distribution Food Processing and Distribution Facilities with Manitoba Agriculture-Issued Permits webpage.	Manitoba Health or Canadian Food Inspection Agency	Contact a Manitoba Public Health Inspector Safe Food for Canadians Licence Registry