



Ehab Shouly <ehabss@gmail.com>

FW: complaint

Lynam, Linda <LLynam@hof.co.uk>

8 November 2014 14:00

To: "Ehab Shouly (The Tea Terrace)" <ehab.shouly@teaterrace.co.uk>

Morning Ehab

Thought I better bring this to your attention. I am sure there were issues with this member of the team but in terms of H&S can you just have a close look so that if she does carry out her threat we are OK. The photo file is too big to send so will scan to you.

Thanks Linda

From: Marcin Szmigiel [mailto:szmigielm82@gmail.com]**Sent:** 07 November 2014 18:32**To:** STORES-GUILDFORD-EXTERNAL**Subject:** complaint

Dear Ms Linda

I am writing to make an official complaint for The Tea Terrace Restaurant, which is placed in your store.

I have been working there to current day. I resigned, because Directors of The Tea Terrace Restaurant are unfair, for their employees and for customers.

First, they do not want pay for holiday as they should, that means according to British law. I got an advice from Citizens Advice Bureau, and I know they must pay for every hour, which had been worked, not only for contractual hours, as they do.

Second, the kitchen in The Tea Terrace Restaurant is carried out without compliance with the standards and procedures of HACCP. Chefs do not know basic standards which must be preserved at work with a raw meat, fish, and every other served meals, for example different colors of boards, an apron when they prepare a raw meat etc.

Moreover, the freezer in the kitchen is broken from a longer time. Products are defrost and frozen again for several times. It is the first hazard of CCP and may be dangerous for customers' health.

Also, owner of the restaurant keep overdue meal and serve it to customers. As evidence, please find attached photos, which had been taken on 25th of July 2014.

In my opinion, this attitude of the management of the Tea Terrace Restaurant tarnishing the image of your Company.

About of all above I informed Health and Community Care Services, based in Guildford Borough Council.

I hope, therefore, appropriate steps are taken.

Yours sincerely

Marcin Szmigiel

Please consider the environment - think before you print.

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