

Subject: URGENT FOOD SAFETY & CUSTOMER ABUSE COMPLAINT – BMORE Taqueria
(3/26/2026)

To Whom It May Concern,

I am writing to file a formal complaint regarding a serious food safety violation and threatening conduct that occurred on March 26, 2026, at approximately 4:06 PM at BMORE Taqueria, located at 1733 Eastern Avenue, Baltimore, MD 21231.

I ordered a carnitas taco, which was being advertised as a special. Upon receiving the food, I immediately noticed an unusual odor. After taking a small bite, I found the texture to be soggy and concerning. When I examined the contents more closely, I discovered that the meat inside the taco was visibly undercooked—white in color and cold to the touch. Only a small portion on top appeared slightly cooked, while the rest was raw.

I brought this to the attention of the waitress, who acknowledged the issue and appeared concerned. She informed a male cook/manager, who approached me. When I showed him multiple pieces of the raw meat and explained that it was cold and undercooked, he became hostile and dismissive. He stated, in an aggressive tone, that he had “been a cook for a long time” and that the meat had been cooked for 40 minutes, despite clear physical evidence to the contrary.

His behavior escalated quickly. He raised his voice, used profanity, and told me to “get the fuck out” and that he did not need my money. At that point, I felt unsafe. As a 56-year-old woman, I was genuinely concerned for my physical safety due to his aggressive demeanor and proximity. I left the establishment immediately.

I also want to note that:

- The waitress initially acknowledged the food was not cooked properly.
- The meat was visibly raw and cold, posing a potential health risk.
- I took photographs of the food as evidence.
- I made every effort to remain calm and respectful throughout the interaction.

This incident raises serious concerns about:

1. Food safety and potential public health risks.
2. Improper food handling and cooking practices.
3. Hostile and threatening behavior toward customers.
4. A work environment where staff may feel intimidated and unable to speak freely.

I respectfully request that this matter be investigated immediately. No customer should be served unsafe food or subjected to verbal aggression when raising legitimate concerns.

Please confirm receipt of this complaint and inform me of any actions taken.

Sincerely,
Luzelenya Ramos
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