

## **U.S. Department of Agriculture Foods Complaint Instructions**

### **General Information**

The U.S. Department of Agriculture (USDA) makes every effort to ensure that USDA Foods provided through the Food Distribution Program (FDP) are nutritious and of the highest quality. However, as in any food business, recipient agencies (RA) may encounter a problem with USDA Foods such as foreign matter, inferior packaging, or product quality. When a problem occurs, RAs are encouraged to file a complaint. The USDA monitors complaints about USDA Foods and coordinates the resolution of complaints and health hazards with the FDP and RAs.

To report and/or resolve a complaint or concern regarding a commercially labeled product, first contact the manufacturer. If the product is determined to be from the USDA, complete this form and submit it to the FDP.

If you are requesting a replacement, you should retain the product until further notice from the USDA Foods Complaint Specialist or the FDP. Vendors have the right to examine or retrieve their product prior to replacement.

### **Information to Include on the USDA Foods Complaint Form**

To assist in processing your complaint more quickly, complete the form by providing as much of the following information as possible:

- Sales Order Number (The Sales Order number is required for brown box items. State Distribution Center (SDC) RAs should contact their assigned SDC and private cooperative members should contact their USDA Foods distributor to obtain this information.)
- Date your organization received the affected USDA Foods
- Quantity of product involved (affected) and the quantity of product remaining
- Description of the problem and whether anyone reported feeling sick or being injured from consuming the product
- Specific circumstances involved (e.g., “I received the damaged canned products two months ago, but the cases were located in the middle of a pallet that could not be seen until the school opened the cases.”)
- Identifying information from the packaging such as the name of the manufacturer, can or case codes, lot numbers, or establishment numbers
- Digital photographs of damaged product or foreign objects (Place a ruler or familiar object in photo to document size of object.)

**If you need assistance completing the form, please contact the FDP by phone at 800-952-5609.**

Please return completed form by email to [FoodDistribution@cde.ca.gov](mailto:FoodDistribution@cde.ca.gov).

## U.S. Department of Agriculture (USDA) Foods Complaint Form

Return completed form by email to [FoodDistribution@cde.ca.gov](mailto:FoodDistribution@cde.ca.gov)

Vendor Number:

Agency/Company Name:

Address:

City:

Zip Code:

Contact Person:

Title:

Email:

Phone:

USDA Food:

USDA Food Code:

Date Problem First Noticed:

Date Complaint Filed:

Date Product was Received:

Amount Received:

Amount Affected:

Amount Remaining:

Name of Vendor:

USDA Sales Order Number:

Description of Problem/Complaint:

Reason for Complaint:

Injury or Illness from Product?      Yes      No  
If yes, explain:

The following are not required, but please let us know if you have any of the following:

Contract Number:      Can Code:      Lot Number:  
Establishment Number:      Pack Date:

For Food Distribution Program Use Only					
Date Product Received by FDP/Distributor:					
Date Product Shipped to Agency:					
Date Complaint Submitted to FDP:					
Is Product Under Warranty:      Yes      No					
Date Entered into WBSCM and Complaint Number:					
Resolution:		Disposed	Replaced	Credited	Other
If Other, Explain:					