



Montana
Office of Public Instruction
 Denise Juneau, State Superintendent

Office of Public Instruction
 P.O. Box 202501
 Helena, MT 59620-2501
 406.444.3095
 888.231.9393
 406.444.0169 (TTY)
 opi.mt.gov

USDA FOODS COMPLAINT INSTRUCTIONS

GENERAL INFORMATION

The 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, recipients may encounter a few problems such as foreign matter in canned products or inferior packaging. When this happens, recipients may file a complaint.

To report and/or resolve a complaint or concern regarding a **commercially labeled product**, agencies should first contact the manufacturer. The Can Codes and Establishment Numbers will identify the product as having been packed for USDA or another source. (The Can Code and Establishment Number identify when and where the product was produced.) 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.

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COMPLAINT FORM (To be completed by recipient agency)

To process your complaint more quickly, you must provide all the information requested.

When describing the problem, please be thorough and indicate whether anyone reported feeling sick or was injured after consuming the product. (Attach additional pages if necessary.) In some instances, photographs of the damaged product might be helpful.

Regarding the Sales Order number: It may be on the paperwork you received with the USDA Food, or you can contact the Montana Office of Public Instruction Food Distribution Manager, or your private distributor to obtain this information. The Sales Order number is helpful because the USDA uses this to determine which vendor produced the product.

If you have difficulty completing the form, please contact the Montana Office of Public Instruction Food Distribution Manager. Once you have filled out the form, please fax it to (406) 444-2955 or email it to tbailly@mt.gov.

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**FDP Phone Number:
 (406) 444-4412**

USDA FOODS COMPLAINT FORM

Agency/Company Name:	Address:
Vendor #:	City: Zip:
E-mail:	Phone #:
Contact Person:	Fax #:
Title:	

Date Problem First Noticed: _____ **Date Complaint Filed:** _____

USDA Food: _____ **USDA Food Code:** _____

Description of Problem/Complaint: _____

REASON FOR COMPLAINT

1. Seeking Replacement 2. For Information Only 3. Other: _____

Amount Received:	Amount Affected:	Amount Remaining:
Date Product Was Received:	Name of Vendor:	USDA Sales Order Number:
Injury/Illness from Product? <input type="checkbox"/> No <input type="checkbox"/> Yes*	*If "Yes", Explain:	

Not required, but please let us know if you have any of the following information:

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

FOR FDP USE ONLY:

Date Product Received by FDP/Distributor:	Date Product Shipped to Agency:
Date Submitted to FDP:	Is Product Under Warranty: <input type="checkbox"/> Yes <input type="checkbox"/> No
Complaint Number:	Program Type: <input type="checkbox"/> NSLP <input type="checkbox"/> CSFP
Date Entered into WBSCM:	Date of USDA Response:
Date of School Notification:	
Resolution: <input type="checkbox"/> Disposed <input type="checkbox"/> Returned <input type="checkbox"/> Replaced <input type="checkbox"/> Credited <input type="checkbox"/> Other:	