

USDA FOODS COMPLAINT

A: TDA OFFICE USE ONLY		
Customer Number: 4000578	Subject: Texas Department of Agriculture	Order Number: Example: 50000XXXXX
Product Description: Example: Fat free Potato Wedges	Incident Date: (mm/dd/yyyy)	Date Warehouse Rec'd USDA Food: (mm/dd/yyyy)
	Warehouse Number:	
Amount of Products Remaining/Hold at Warehouse:		

B: PRODUCT INFORMATION			
1. Warehouse Name and City:	2. Sales Order Number: <i>(for Direct Ship only)</i>	3. Box Number:	4. Can Codes:
5. Pack Date: (mm/dd/yyyy)	6. Amount of Product Received:	7. Date Warehouse Shipped Product to Contracting Entity (CE): (mm/dd/yyyy)	8. Date Product Rec'd by CE: (mm/dd/yyyy)
9. Injury from Product upon Receipt from Warehouse: <input type="checkbox"/> Yes <input type="checkbox"/> No	10. Photo/Picture Attached: <input type="checkbox"/> Yes <input type="checkbox"/> No		

C: COMPLAINANT INFORMATION. Examples: Contracting Entity (CE), Recipient Agency (RA), or Warehouse			
Enter contact information below:			
11. Contact Name:	12. Contact Organization: Example: ABC ISD	13. Phone & Fax No:	14. Email:

15. Description of Complaint/Incident: <hr/> <hr/> <hr/>			
16. USDA Food Name/Brand Name:	17. Incident Date: (mm/dd/yyyy)	18. Material Number:	19. Quantity of Cases Affected:
20. Quantity of Cases Remaining at CE Site:	21. Do you have the original packaging? <input type="checkbox"/> Yes <input type="checkbox"/> No		
22. Street Address of Remaining Products: <hr/> <hr/>			
23. Additional Remarks: <hr/> <hr/> <hr/>			

24. *You may attach any pictures/photos or support documents of the affected products by email when you send this document to Food and Nutrition, Texas Department of Agriculture. Please retain the object until the complaint is resolved or you have been contacted by USDA to dispose of the product. If USDA requires the foreign object, the complainant will be contacted with mailing instructions

Please select all that apply from one or more of the problem categories described below:

Quality of Product:

Taste/Odor Appearance/Color Defects
 Mold Excess liquid by volume (canned products)
 Other _____

Foreign Material in Product:

- Bones Metal/Machine parts Stems, Leaves, etc
 Insects/Insect parts Glass Plastic/ Rubber
 Rock

Object Dimension _____ *if a foreign material in product has been identified, then you must input the object's dimension.

Other _____

Packaging Condition:

- Cans dented beyond use Corrosion in cans Bulging cans
 Leaking cans Bags tear/pin holes Not properly sealed
 Possible evidence of tampering Exposure to contaminant
 Other _____

Cooking or preparation issues:

- Wrong color when cooked Product does not perform well
 Excess breading Undercooked
 Other _____

USDA Food caused:

- Allergic Reaction Illness Injury
 Other _____

Do you feel this complaint raises a food safety concern? YES NO

If this complaint is for information and trend analysis only, please check here:

It is not always possible to replace product, but if you wish to request replacement, please check this box:

25. If the suspected USDA Food caused illness or injury, please enter any/all information that applies:

Number of people reporting illness: _____

Reported Symptoms:

- Vomiting
- Choking
- Fever (temp>101.4)
- Headache
- Bleeding-sputum
- Numbness
- Nausea
- Laceration
- Difficulty breathing
- Dizzy/fainting
- Bleeding-vomit
- Muscle pain
- Diarrhea
- Broken tooth
- Rash
- Abdominal pain
- Bleeding stool
- Muscle weakness
- Other _____

When was the onset of symptoms?

- Immediate
- Later
- Other, please describe _____

Did this person(s) seek medical assistance? YES NO

Did the Health Department investigate? YES NO

Was lab test ordered? YES NO

If yes, identify the type of lab test(s)?

Lab Tests:

- Blood
- Urine
- Feces
- Other _____

Did test(s) identify the causes? YES NO

If yes, please explain: _____

PLEASE FAX/EMAIL COMPLETED FORM AND PHOTOS TO COMMODITY OPERATIONS AT
 Email: CommodityOperations@TexasAgriculture.gov Fax Number: (888) 237 – 4958