



INSTRUCTIONS: Mail completed form to:

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ATTN: ANTONIO ANTE
SCHOOL NUTRITION TEAM
USDA FOODS SECTION
P.O. BOX 7841
MADISON, WI 53707-7841

INSTRUCTIONS

1. Contact the distributor/manufacture to verify origin of product (commercial vs. USDA Foods).
2. If it is a USDA Foods product, report complaint promptly to state agency.
3. Complete two (2) copies. Retain one (1) copy for your files and within three (3) days mail one (1) copy to address listed above.

GENERAL INFORMATION

1. School Food Authority Name	Agency Code	Date <i>Mo./Day/Yr.</i>
2. School Food Authority Address <i>Street, City, State, ZIP</i>		
3. Building Where Complaint Originated	Food Service Manager	Phone <i>Area/No.</i>
4. School Food Authority Storage Facility Address <i>If different from above</i>		
5. Contact Person	Title	Phone <i>Area/No.</i>

USDA FOODS COMPLAINT

6. Delivery Method <i>Check only one</i> <input type="checkbox"/> State <input type="checkbox"/> Commercial		
7. <input type="checkbox"/> I have contacted the distributor and it is a USDA Foods product.		
8. Reason for Complaint		
<input type="checkbox"/> For Information Only	<input type="checkbox"/> Vendor Response Requested	
<input type="checkbox"/> Seeking Restitution	<input type="checkbox"/> Notify Vendor, No Response Necessary	
<input type="checkbox"/> Isolated Incident		
9. Date Problem was Discovered <i>Mo./Day/Yr.</i>	Date the USDA Foods Product was Received by Agency <i>Mo./Day/Yr.</i>	
10. Material Identification Code and Description	Pack Size per Unit	
<i>The following information is found on the case, bale, can, or bag.</i>		
11. Vendor Name	Lot Number	
	Box Number	Can Code
12. Amount Received	Amount Involved in Complaint	Amount Remaining

13. Detailed Description of Problem

STATE DISTRIBUTING AGENCY USE ONLY

14. DPI Approval Initials/Date <i>Mo./Day/Yr.</i>	Sales Order (SO) Number	SO Item Number	P.O. Number	P.O. Item Number
15. Warehouse Location	Vendor Ship Date <i>Mo./Day/Yr.</i>		Date Received by Warehouse <i>Mo./Day/Yr.</i>	

USDA FOODS PROGRAM COMPLAINT FORM INSTRUCTIONS

Only complete the complaint form if the complaint is quality related. Quality concerns can include such things as a foreign object in a USDA Foods product and the color, texture, or palatability of a USDA Foods product. **Do Not Complete** this form if you received damaged product(s). Damaged product(s) is a warehouse/delivery issue and is not a USDA complaint issue.

If a foreign object is involved in the complaint, send only the foreign object. **Do Not** send perishable food involved in the complaint through the mail.

Prior to completing this complaint form, verify the origin of the product to ensure that it is a USDA Foods product and not a commercially received product.

INSTRUCTIONS

Row Number	Line Items
1.	Fill in the school food authority (SFA) name, agency code number, and the date that you are completing the complaint form.
2.	Fill in the mailing address of the SFA involved in the complaint.
3.	Fill in the building name of where the complaint originated, if different from SFA name. Also fill in food service manager name and phone number.
4.	Fill in address of where the complaint originated, if different from the SFA mailing address.
5.	Fill in contact name, title, and telephone number of person that discovered product complaint, if different than contact listed in row number 3.
6.	Place a check (✓) in the delivery method box that you are currently using for USDA Foods deliveries State delivery versus Commercial distributor delivery .
7.	Place a check (✓) in the box to indicate you have verified with your distributor that it is a USDA Foods product.
8.	Place a check (✓) in the box(es) to indicate reason for complaint (for information only, seeking restitution, isolated incident, vendor response, notify vendor)
9.	Indicate the date that the problem was discovered and the original date that the SFA received the product.
10.	Indicate what USDA Foods product is involved in the complaint. Indicate the material identification code, the USDA Foods description and the pack size of the product.
11.	Fill in the product specific information contained on the product case (vendor name, lot number, box number, can code). Provide as much detail as possible.
12.	Fill in the original amount of this product received, the amount involved in the complaint, and the amount of the product remaining in inventory.
13.	Provide a detailed description of the product complaint.
14.	Do not complete , for DPI use only.
15.	Do not complete , for DPI use only.