USDA FOODS COMPLAINT

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| 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:** |

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| B: PRODUCT INFORMATION | | | |
| 1. **Warehouse Name**  **and City:** | 2. **Sales Order Number:**  ***(for Direct Ship only)*** | 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:**    Yes No | 10. **Photo/Picture Attached:**  Yes No |  |  |

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| 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:** |

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| 15. **Description of Complaint/Incident:** | | | |
| 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?**  YesNo |  | |
| 22. **Street Address of Remaining Products:** | | | |
| 23. **Additional Remarks:** | | | |
| 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**](mailto:CommodityOperations@TexasAgriculture.gov) Fax Number: (888) 203-6593