### USDA FOODS COMPLAINT

**A: TDA OFFICE USE ONLY**

<table>
<thead>
<tr>
<th><strong>Customer Number:</strong></th>
<th>4000578</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject:</strong></td>
<td>Texas Department of Agriculture</td>
</tr>
<tr>
<td><strong>Order Number:</strong></td>
<td>Example: 50000XXXXX</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Product Description:</strong></th>
<th>Example: Fat free Potato Wedges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Incident Date:</strong></td>
<td>(mm/dd/yyyy)</td>
</tr>
<tr>
<td><strong>Date Warehouse Rec’d</strong></td>
<td>USDA Food: (mm/dd/yyyy)</td>
</tr>
</tbody>
</table>

| **Amount of Products Remaining/Hold at Warehouse:** |

**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 |

**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:**

________________________________________________________________________

________________________________________________________________________

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?**  
   Yes □ No □

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: □
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: ___________________________________________________________