



Food Assistance – USDA Food Complaint Form

A participant, contractor or subcontractor may address complaints directly to the organization in which they receive USDA food or fill out this form and send it to Food Assistance at foodassistance@agr.wa.gov.

Complainant Information:

Name:

Email:

Phone:

Address:

Name of organization where you received the food:

Date you received the affected food:

Request to remain anonymous Yes No

Description of the problem or recommended improvement, be specific:

Did you feel sick or receive an injury from consuming the product? Yes No

Completed by: (if different from complainant)

Name:

Email:

Phone:

Method of Receipt: Referral Phone Voicemail Email Written Verbal

Give form to the organization where you received USDA food or

Send to: WSDA Food Assistance

1111 Washington St. SE ~PO Box 42560~Olympia, WA 98504-2560 or

foodassistance@agr.wa.gov

This institution is an equal opportunity provider.

INTERNAL USE ONLY: CONTRACTOR/SUBCONTRACTOR INSTRUCTIONS

USDA Food Complaint Information:

WSDA Food Assistance will act on complaints regarding product quality or specifications, or suggested product improvements from contractors, subcontractors, and eligible program recipients participating in CSFP and/or TEFAP. WSDA will file the complaint in the USDA Web-Based Supply Chain Management (WBSCM) System.

Date complaint was received:

Date your organization received the affected USDA Food:

Program: Commodity Supplemental Food Program (CSFP) The Emergency Food Assistance Program (TEFAP)

Received From: Direct Shipment Northwest Harvest Food Lifeline Second Harvest
 Contractor Subcontractor Other

Commodity Details:

Material Number:

Package Size:

Commodity Description:

Sales Order Number:

Quantity of product involved (affected):

Purchase Order Number:

Additional Details?

Physical address of any affected product remaining:

Please attach any photographs taken of the affected food. If the complaint is a food safety or health related issue contact WSDA Food Assistance immediately and place the food in question on hold. This form should not be used when a contractor or subcontractor is reporting a receipt or inventory adjustment due to shortages, overages, spoilage, damage or theft.

Submitting Complaints:

Complaints should be submitted to Food Assistance (foodassistance@agr.wa.gov) within 10 calendar days of the reported incidence unless there is a food safety or health risk which should be reported immediately. If you are a subcontractor, please also notify your contractor regarding this complaint. WSDA Food Assistance will report the issue into WBSCM within 5 calendar days of receipt of notification.