



Washington  
State Department of  
Agriculture

Food Assistance  
PO Box 42560  
Olympia WA 98504-2560  
[foodassistance@agr.wa.gov](mailto:foodassistance@agr.wa.gov)

## WSDA Food Assistance (FA) – USDA Foods Complaint Form

A participant, Lead Agency or Sub Agency may address complaints directly to the organization in which they receive USDA Foods or fill out this form and send it to WSDA FA at [foodassistance@agr.wa.gov](mailto:foodassistance@agr.wa.gov).

<b>Complainant Information:</b>		
Name:	Email:	Phone:
Name of organization where you received the food:	Date you received the affected food:	Request to remain anonymous: <input type="checkbox"/> Yes <input type="checkbox"/> No
Description of the problem or recommended improvement, be specific:		
Did you feel sick or receive an injury from consuming the product? <input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Completed by: (if different from complainant)</b>		
Name:	Email:	Phone:
Method of Receipt: <input type="checkbox"/> Referral <input type="checkbox"/> Phone <input type="checkbox"/> Voicemail <input type="checkbox"/> Email <input type="checkbox"/> Written <input type="checkbox"/> Verbal		

**Give form to the organization where you received USDA Foods or**

Send to: WSDA Food Assistance

1111 Washington St. SE ~PO Box 42560~Olympia, WA 98504-2560 or  
[foodassistance@agr.wa.gov](mailto:foodassistance@agr.wa.gov)

This institution is an equal opportunity provider.

INTERNAL USE ONLY: Lead Agency and Sub Agency Instructions			
<b>USDA Foods Complaint Information:</b> WSDA FA will act on complaints regarding product quality or specifications, or suggested product improvements from Lead Agencies, Sub Agencies, and eligible program recipients participating in CSFP and/or TEFAP. WSDA FA 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 Foods:	
Program: <input type="checkbox"/> Commodity Supplemental Food Program (CSFP) <input type="checkbox"/> The Emergency Food Assistance Program (TEFAP)			
Received From: <input type="checkbox"/> Direct Shipment <input type="checkbox"/> Northwest Harvest <input type="checkbox"/> Food Lifeline <input type="checkbox"/> Lead Agency <input type="checkbox"/> Sub Agency <input type="checkbox"/> Other			
<b>USDA Food Details:</b>			
Material Number:		Package Size:	
USDA Food Description:		Sales Order Number:	
Quantity of product involved (affected):		Purchase Order Number:	
<b>Additional Details?</b>			
Physical Address of any affected product remaining:			
Address:	City:	State:	Zip Code:

**Please attach any photographs taken of the affected food.** If the complaint is a food safety or health related issue contact WSDA FA immediately and place the food in question on hold. This form should not be used when a Lead Agency or Sub Agency is reporting inventory adjustments due to shortages, overages, spoilage, damage or theft.

#### Submitting Complaints:

Complaints should be submitted to WSDA FA ([foodassistance@agr.wa.gov](mailto:foodassistance@agr.wa.gov)) within 10 calendar days of the reported incident unless there is a food safety or health risk which should be reported immediately. If you are a Sub Agency, please also notify your Lead Agency regarding this complaint. WSDA FA will report the issue into WBSCM within 5 calendar days of receipt of notification.