1. Recipient Agency (RA) will contact the State Distributing Agency (SDA) via e-mail providing basic information on the food complaint incident along with attaching digital photos, if available.

2. SDA will send an e-mail instructing the RA to segregate the affected USDA food item(s) and mark the box(s) such as “ON HOLD-DO NOT USE” and to complete and return the food complaint form, which will be attached to the e-mail. Pertinent information such as the RA’s contact information, lot number on case(s), sales order number, complaint categories and quantity affected should be completed on the form. Attach any digital photos, and submit with the complaint form.

3. Once the SDA receives the completed food complaint form, the complaint is filed in WBSCM (Web Based Supply Chain Management) by the SDA.

4. When USDA (United States Department of Agriculture) contacts SDA with their decision and results, the RA is contacted, by the SDA, within 48 hours.

5. If the USDA food item(s) are contaminated, the RA is advised to use bleach or any other chemical, as a method of disposal, such that the USDA food item(s) are not good for consumption. The RA is advised to place the affected USDA food item(s) in a plastic bag and pour the chemical on the item(s) and label the bag as “NOT FOR HUMAN CONSUMPTION” and dispose of the bag(s) in the dumpster. As a step of protection, the RA, may want to take a digital photo of the disposal, in action, and mark the date and time of disposal on the photo and maintain for documentation. The RA is advised to follow local health regulations for instructions on the disposal, also.

This institution is an equal opportunity provider.