Product Complaint Form

Instructions: Food supervisor or recipient agency/district/school should complete this form and submit directly to the Federal Food Commodities Program of the Government Support Services Division as soon as possible after a problem is discovered. Please include photographs of the problem and use a reference item for scale if appropriate.

GOVERNMENT SUPPORT SERVICES
FEDERAL FOOD COMMODITIES PROGRAM
P. O. BOX 299
DELAWARE CITY, DE 19706
Tel.: (302) 834-4512 Fax: (302) 836-7642

Incident Date: ___________ Date Recipient Received Commodity: ___________
Complainant Name: ___________ Title: ___________
Complainant Email: ___________ Telephone: ___________
Material#: ___________ Product Description: ______________________________________________________
Brand Name: ________________________________________________________________________________
Lot Number: ________________________________________________________________________________
Establishment Number: _______________________________________________________________________
Quantity Affected: ___________ Quantity Remaining: ___________
Packing Date: ___________ Problem(Condition of Commodity) __________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
Location of Commodity: _______________________________________________________________________

Quality of Product
Please check all that apply
Taste/Odor ______Mold ______Appearance/Color ______Defects ______
Other: ____________________________________________________________

Foreign Material in Product:
Bones ______Insects/Insect parts ______Rock ______Metal/Machines Parts _______________________
Glass ______Stems, Leaves, etc. ______Plastic/Rubber _______________________ Object Dimension ______
**Packaging Condition:**
Cans dented beyond use_____ Leaking cans_____ Possible evidence of tampering_____ Corrosion in Cans_____ Bags tear/pin holes_____ Exposure to contaminant_______ Bulging cans_______ Not properly sealed_______

**Cooking or Preparation issues:**
Wrong Color when cooked_______ Undercooked_______ Product does not perform well_______
Excess breading_______ Other_______________________________

**Commodity:**
Allergic Reaction____ illness____ Injury_______ Other_______________________________