

OSPI CNS Food Distribution Program Instructions

USDA Foods Complaints

Sponsors should report USDA Foods complaints to the OSPI USDA Food Distribution Program (FDP) using the USDA Foods Complaint Form. OSPI will decide whether the complaint can be resolved at the state level. If not, the FDP office will enter the complaint into the WBSCM USDA Foods Complaint System.

Sponsors should provide the following information when submitting a complaint:

- ✓ LEA, Date, Contact Person, Title, Address, Phone, Fax and email address
- ✓ USDA Foods Item name
- ✓ USDA Foods Code
- ✓ Pack Size
- ✓ Contract No. on Cases or Sack
- ✓ Plant No. Vendor on Cases or Sack
- ✓ Can Codes (if applicable)
- ✓ Date Packed
- ✓ Date Received from OSPI
- ✓ Number of Cases Received
- ✓ Number of Cases Used
- ✓ Balance on Hand
- ✓ Continuing to use product
- ✓ Comments regarding USDA Foods Item including a description of the problem and whether anyone reported feeling sick or being injured from consuming the product.
- ✓ Action Requested:
 - For information only
 - Vendor response
 - Seeking replacement or isolated incident or other
 - Provide explanation
- ✓ Quantity and physical address of product remaining and if the remaining product is affected or not.
- ✓ The specific circumstances involved
 - for example – I received the damaged canned product 2 months ago, but the case they were packed in was located in the middle of the pallet that could not be seen until it was opened by the school
 - Or the temperature in the delivery truck was 40 degrees when the discolored frozen products were delivered
- ✓ Digital photographs of damaged product, numbers from packages, or foreign objects are helpful.
- ✓ Retain the unopened product, so that the vendor can exercise their right to examine or retrieve the product.



If you have any questions please contact OSPI USDA Food Distribution Program at 360-725-6204. The completed form and photos may be emailed to the [OSPI Food Distribution Program inbox](#).

Acronym Reference

- **CNS** Child Nutrition Services
- **OSPI** Office of Superintendent of Public Instruction
- **LEA** Local Education Agency
- **USDA** United States Department of Agriculture
- **WBSCM** Web-Based Supply Chain Management