



|| USDA Foods Complaint Procedure

Sponsors should report USDA Foods complaints to the Idaho State Department of Education USDA Foods Program using the USDA Foods Complaint Form. Here is a link to the [USDA Foods Complaint Form](#). Complaints will be reviewed at the State level and when applicable, will be submitted to USDA via the Web-Based Supply Chain Management (WBSCM) complaints process.

The following guidance should be followed when initiating a USDA Foods Complaint:

- Please note that prior to submitting a USDA Foods complaint; sponsors should verify the origin of the product to ensure that it is a USDA Foods product and not a commercially received product.
- Complete the USDA Foods Complaint Form in its entirety and submit to the [USDAFoodsTeam](#) ; as the form is designed to facilitate all required information needed by USDA and approved vendors in order to effectively investigate a USDA Foods complaint.
- When a potential problem or condition is discovered, make sure to get as much detail as possible regarding the circumstances involved.
- Segregate and clearly mark remaining unopened product so it is not accidentally used until you receive further guidance from the State Agency.
- Take clear photographs of the product and packaging. Please be sure to include a clear photograph of the vendor label and any identifiable production and/or lot number codes and send to the State Agency.
- If a foreign object is involved in a USDA Foods product complaint, send to the State Agency or take a clear photograph of the object and send to the State Agency. When taking a photograph, please be sure to include a reference to the size of the foreign object (such as placing it near a ruler, coin, etc.) so as the size of the foreign object can be easily determined.
- Please do not dispose of a product involved in a USDA Foods complaint until instructed to do so by the State Agency.

Additionally, kitchen staff should be trained to ensure anyone who may find or experience a problem with a USDA Foods product knows the proper procedure for reporting food quality concerns. This can be especially important if a product is under recall. Always be able to identify the name of the item, the product code, the case and/or can code, the date in which product was received, and the quantity of remaining affected USDA Foods.

For Questions Contact

Child Nutrition Programs
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