



Agricultural Marketing Service
U.S. DEPARTMENT OF AGRICULTURE



COMMODITY PROCUREMENT PROGRAM

Complaint Process

- 1. Complaint received by FNS from a recipient**
- 2. Complaint sent to CP for CO review**
- 3. CO determines disposition**
- 4. Is it a complaint or for awareness**
- 5. Complaint – CO will contact contractor for corrective action (if applicable)**
- 6. For awareness – documented and used as a teachable item**
- 7. Complaint is closed after issue has been resolved**