Customer Feedback: Complaint Resolution
Discussion Topics

PURPOSE

SCOPE

RESPONSIBILITIES

PROCEDURES
Purpose

- Address Customer Feedback
- Resolve Reported Product Issues
  - Current Best Practices
  - Federal Acquisition Regulations (FAR)
  - AMS Master Solicitation for Commodity Procurement
Scope

- Forwarded by Food and Nutrition Service (FNS)
- Received by Communications and Stakeholder Branch (C&S)
  - Via the Web Based Supply Chain Management System (WBSCM)
- For the Government to exercise its post-acceptance rights and seek resolution
  - Received within a reasonable time
  - Received before any substantial change occurs in the condition of the item
  - A defect which clearly does not conform to the provisions of the contract
Communication & Stake Holder Branch Responsibility

- Review the customer feedback to determine action required
  - If not a contractual conformance issue: prepare a response to acknowledge the feedback
  - If possible contractual conformance issue: forward to the appropriate Contracting Officer (CO)

- Collaborate with FNS to close the issue
Contracting Officer Responsibility

- Determine whether the product issue warrants a contractual resolution
  - If not warranted
    - Reply to C&S stating that a resolution by the vendor is not warranted
    - Indicate why resolution is not warranted
  - If warranted
    - Work with the vendor to determine the appropriate resolution (potential contract modification)
    - Submit the final resolution to C&S
Procedures
Examples of a Complaint

- The recipient inspects a shipment and indicates that USDA Foods in the load are out-of-condition.
- Discrepancy with the quantity of USDA Foods ordered.
- Recipient having to restack items that arrive unpalletized or pallets that arrive poorly stacked.
  - May request reimbursement cost
Product Issue Determination

- C&S will review the request to determine if the feedback could be a contractual conformance issue.

- If the request is not a contractual issue, C&S will immediately respond to the customer through FNS.
Potential Contractual Conformance Issue

C&S will forward potential contractual non-conformance feedback to the appropriate CO. The following information will be provided:

- Vendor Name
- Complaint Number
- Sales Order Number
- Sales Order Item Number
- Purchase Order Number
- Purchase Order Item Number
- Quantity Affected
- Date of Incident
- Date Received
- Contracting Officer Name
- Other Pertinent Information
No Contractual Resolution Needed

The CO will review the customer feedback and will have 3 business days to determine if a contract resolution is needed. If a contract resolution is not required, the CO

- May notify the vendor to make them aware of the issue, including C&S in the communication.

- C&S will utilize the CO’s explanation of why a contractual resolution was not needed to prepare a response for the customer, which will be sent through FNS. C&S will also request that the issue be closed.

Will provide an explanation to C&S why a contract resolution is not warranted, providing as much detail as possible.
Contractual Resolution Needed

The CO will review the customer feedback and will have 3 business days to determine if a contract resolution is needed. If the CO determines that a contractual resolution is warranted the CO

- Will notify C&S and then work with the vendor, program area, Nutrition and New Product Development Division and other resources to research the issue.

- Will attempt to resolve the issue within 15 business days, notifying C&S in writing if additional time is needed.

- Will provide a written summary of the action taken

C&S will utilize the CO’s written summary to prepare a response for the customer, which will be sent through FNS. C&S will also request that the issue be closed.
Reference Materials

FNS Instruction 709-5

AMS Master Solicitation

Federal Acquisition Regulation
Any Questions