



Agricultural Marketing Service
U.S. DEPARTMENT OF AGRICULTURE



COMMODITY PROCUREMENT PROGRAM



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Complaint Process



Complaint Process Begins

- **Complaint Submitted to the Food and Nutrition Service (FNS)**
- **State Agencies or Recipients Submit**





Information Needed!

Part 1:

In WBSCM Complaint Report:

- **Complaint Number**
- **Sales Order Number**
- **Sales Order Item Number**
- **Purchase Order Number**
- **Purchase Order Item Number**
- **Date Received**
- **Date of Incident**
- **Quantity Affected (Amount of Product Affected, should be final total amount)**
- **Vendor Name (should be verified with pictures or documentation)**



Information Needed!

Part 2:

To be included in the Notes:

- Clear Description of Issue
- Purpose/Recipient Request (i.e., Awareness, Replacement, Vendor Response, Pick Up and Replace)
 - *If Replacement is Requested – please specify the final amount requested for replacement
 - *If Vendor Response is Requested – please specify what should be addressed
- Current Status of Product Affected (i.e., On Hold at Warehouse, Already Disposed Of, Rejected, Still on Truck)

Attachments:

- Multiple Photos of Affected Product (More than just one picture of product, especially if multiple are affected, markings/vendor stamps for traceability)
- BOL/Pertinent Documents (Inspections, Email Details)



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To Seek Resolution:

- (1)Received within a reasonable time after the defect was discovered or should have been discovered;**
- (2)Received before any substantial change occurs in the condition of the item; and**
- (3)A defect which clearly does not conform to the provisions of the contract.**





Responsibilities: Communication and Support Branch (C&S)

- **Review customer feedback**
- **Determine if Customer Feedback warrants a Contracting Officer response**
- **Collaborate with FNS and CO to close issues**





Responsibilities: Contracting Officer

- Determine if customer feedback warrants contractual resolution
- Work with vendor to determine appropriate action, if necessary
- Review Awareness notifications
- Keep C&S updated on progress





Procedure - Determine if Customer Feedback is a Valid Product Issue

- Not a Valid Product Issue
- For Awareness
- Potential Contractual Conformance Issue





Procedure – CO Action

CO will review customer feedback and have 3 days to determine if contract resolution is needed.

- **No Contractual Resolution Needed**
- **Contractual Resolution Needed**



Mold on Wrapped Cases



Examples – No Contractual Resolution Needed

- Issues noted before unloading product should be immediately communicated
- Knowingly accepting a load that does not meet contractual obligations.



Inside trailer with shifted load



Procedure – Resolution

- CO shares decision with C&S
- C&S will utilize the CO's response or summary to prepare a response for FNS.





Contact

Please reach out to your Specialist or Contracting Officer with questions