



# Central Distribution Center

USDA Commodity Programs

## USDA Commodity Complaint Form

Email completed form and photos to [Terrence.McNamara@doc.ri.gov](mailto:Terrence.McNamara@doc.ri.gov)

Recipient Agency (RA) Name: \_\_\_\_\_ RA Code: \_\_\_\_\_

Street Address: \_\_\_\_\_ City/Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_ Vendor Name: \_\_\_\_\_

Commodity (Material Name): \_\_\_\_\_ Commodity Code: \_\_\_\_\_

Date Recipient Agency Received Commodity: \_\_\_\_\_ Date Issue was discovered: \_\_\_\_\_

WBSCM Sales Order Number: \_\_\_\_\_

Describe the complaint/problem as completely as possible (if foreign object is involved, please state size of object):

\_\_\_\_\_  
\_\_\_\_\_

Did anyone become ill or injured? YES  NO  If YES, describe the illness/injury and outcome: \_\_\_\_\_

How much of the product was affected (i.e.; 1 bag, 1 can, 2 cases, etc.): \_\_\_\_\_

Number of cases remaining in your inventory: \_\_\_\_\_

Street Address of Remaining Products: \_\_\_\_\_

Provide as much information as possible off the box (Contract #, Lot #, Dates, etc.): \_\_\_\_\_

Storage Conditions (temperature, ventilation, etc.): \_\_\_\_\_

Does Recipient Agency want: Replacement  or Credit

Please include clear digital photos of the foreign object (i.e.; insect, metal piece, pit, etc.), the inside of the case, all labels on the case, the can code (if applicable), bags and labels (if applicable) with an identifier such as a dime, quarter or ruler. Email photos along with this form to: [Terrence.McNamara@doc.ri.gov](mailto:Terrence.McNamara@doc.ri.gov)