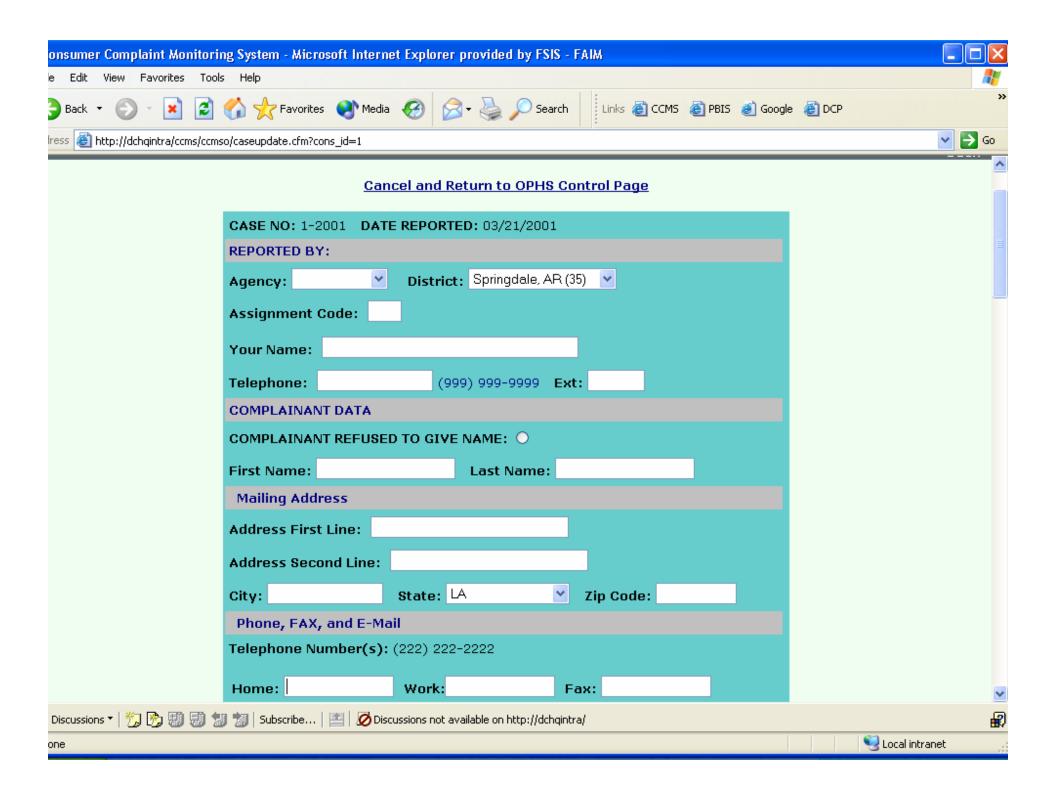
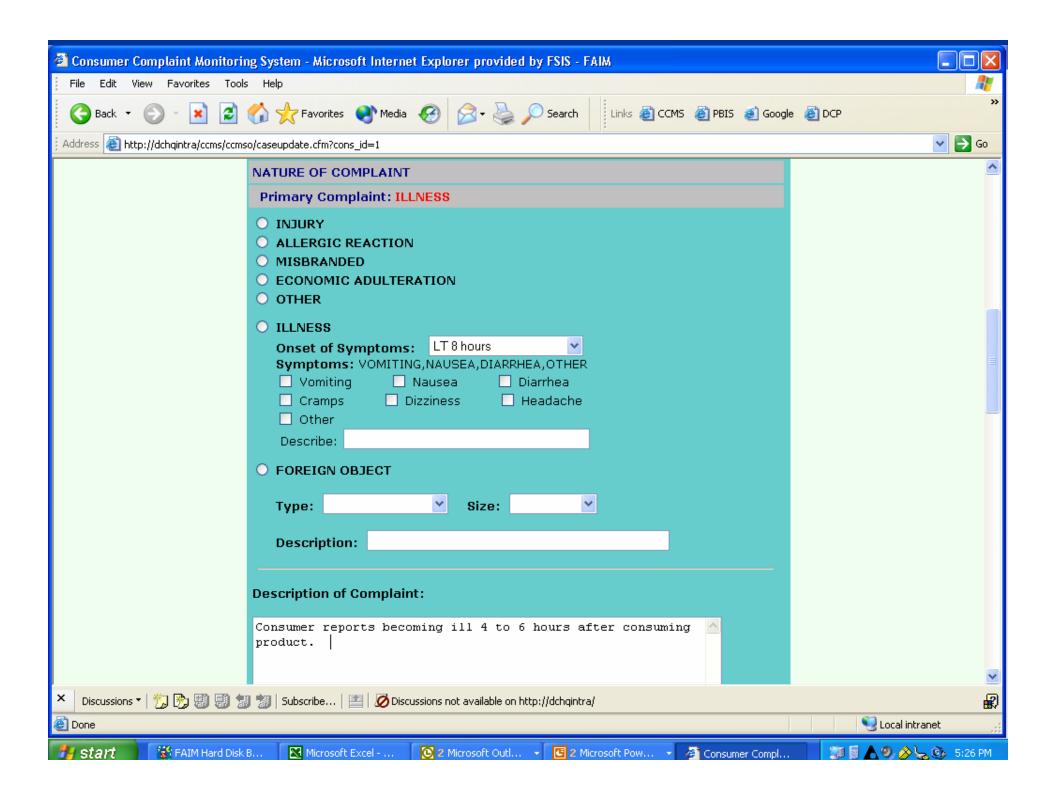
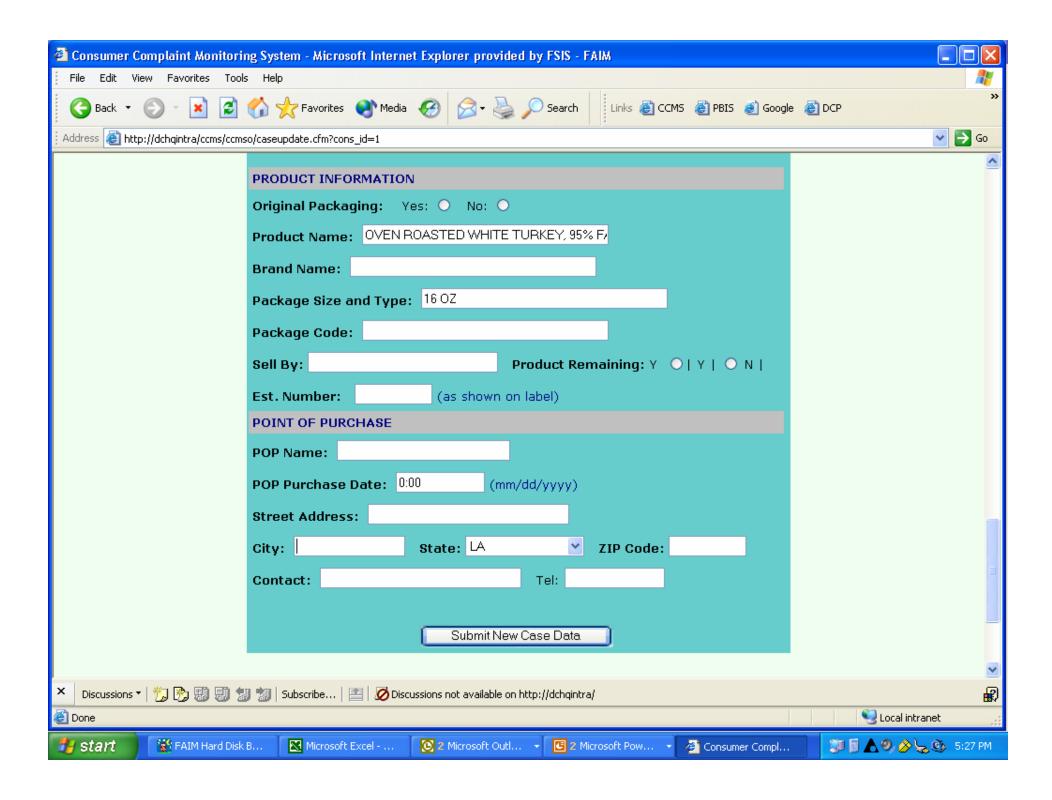


## **CCMS** Complaint Data

- 5046 complaints entered in CCMS since 2001
- Every complaint is entered and stored in CCMS. Each entry prompts
  - Interview of complainant by CCMS staff
  - database review for similar complaints
  - review of the producing establishment inspection records
  - notification to producing establishment
  - interview with point of purchase to identify similar complaints
- 801 complaints (15.9%) have warranted further investigation of in-plant practices
- Unique establishments involved with at least one complaint = 989









## 2005 Complaint Type Breakdown

