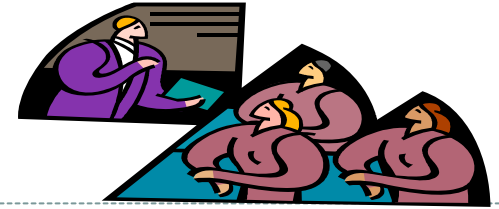


# COMMODITY COMPLAINT MANAGEMENT



**Andre Orange**  
**Program Support Branch**  
**Food Distribution Division**

# CONTENT



- I. Purpose of commodity complaints;
- II. Problems that qualify as a commodity complaint;
- III. Issues not handled by the Commodity Complaint Team;
- IV. What information is needed to file a complaint?
- V. What may you expect in resolving a commodity complaint?

# PURPOSE OF COMMODITY COMPLAINTS



- ▼ To resolve SDA/RA problems with product quality and the packaging of commodities;
- ▼ improve product specifications;
- ▼ monitor vendor performance.

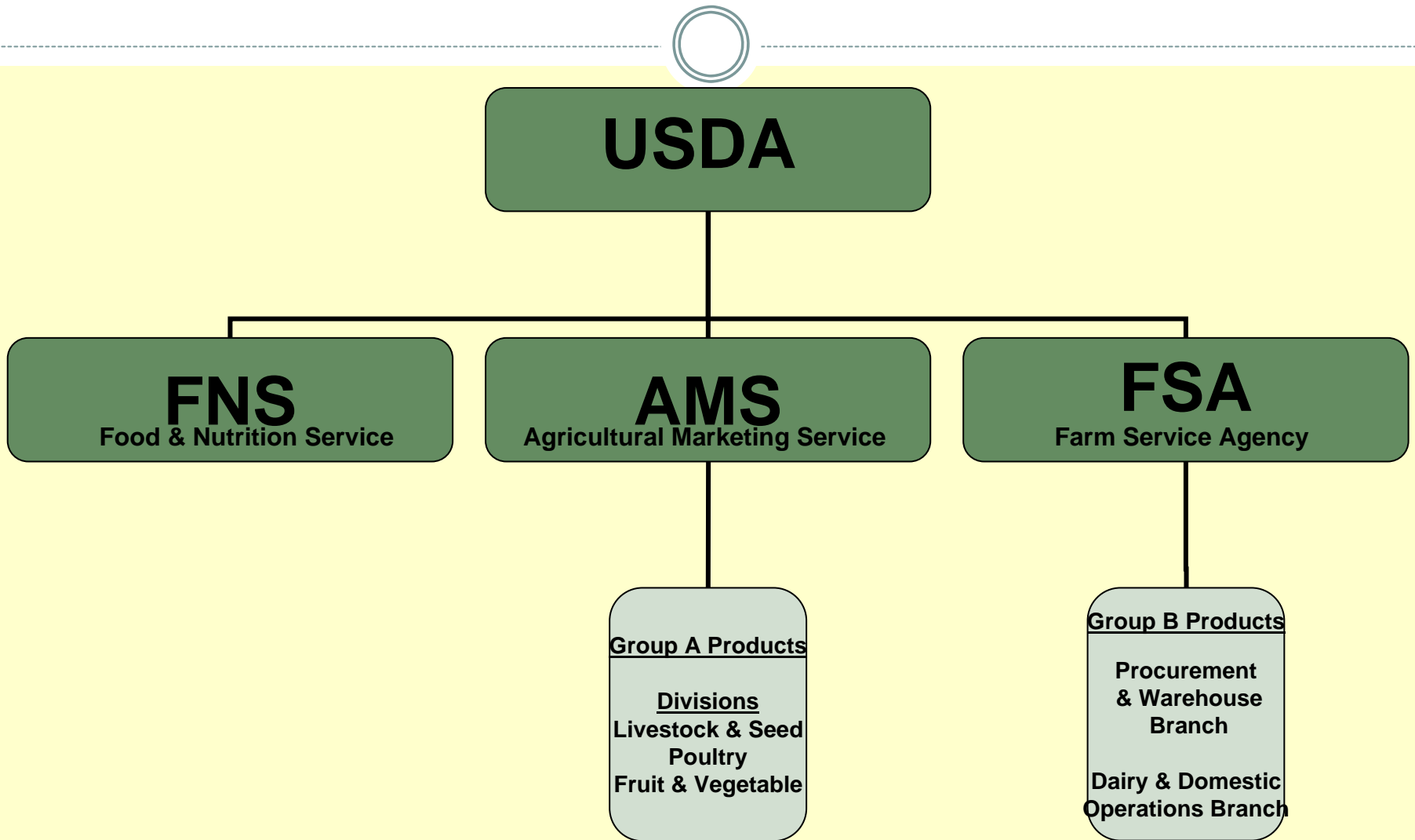


# FILING A COMMODITY COMPLAINT



- SDA receives complaints from RA's and enters complaints electronically through the Electronic Commodity Ordering System or ECOS.
- If needed, we may also be contacted by:
  1. **email: [commoditycomplaints@fns.usda.gov](mailto:commoditycomplaints@fns.usda.gov)**
  2. **or fax us at: 703-305-1410**
  3. **or call us toll-free @: 1-800-446-6991**

# ORGANIZATION



# PROBLEMS THAT QUALIFY AS A COMMODITY COMPLAINT

- **Quality of product**



- **Foreign material in product**



- **Poor packaging**



- **Cooking or preparation issues**



# ISSUES NOT HANDLED BY THE COMMODITY COMPLAINT TEAM



- ▶ Program problems
- ▶ Shipping problems
- ▶ Over/short/damaged product upon receipt
- ▶ Complaints about RA product receipt, storage, handling, and delivery problems
- ▶ Product is held too long in the warehouse or by RA



# WHAT INFORMATION IS NEEDED TO FILE A COMPLAINT?



- Delivery Order #, Notice to Deliver #, or Contract #
- Nature and extent of the problem
- Physical address of product
- Quantities involved
- Quantities remaining
- Contact Information
  - Telephone & Fax Number, Email Address

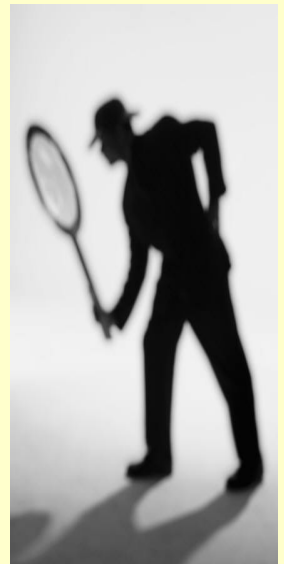




# WHAT MAY YOU EXPECT IN RESOLVING A COMMODITY COMPLAINT?



- We review complaints to assess problems, possible trends.
- We research and analyze complaints on a case by case basis (if determined isolated incident, send email response, or if a reinspection is necessary, contact inspection office).



# WHAT MAY YOU EXPECT IN RESOLVING A COMMODITY COMPLAINT?



- **If vendor response or replacement is necessary, complaint is electronically provided to AMS or FSA, who contacts the vendor.**
- **Resolution is provided to SDA and the complaint is closed.**



# BEFORE FILING A COMPLAINT...



## **Ensure the issue is not one of the following:**

- Failure to follow proper receipt, handling, and storage protocol
- Shipments that are over, short or damaged
- Age of the product and that it wasn't held too long in storage

**Request appropriate resolution**

**Multiple complaints lead to improved vendor performance**

Food and Nutrition Service/Food Distribution Division  
PROGRAM SUPPORT BRANCH  
Rosalind Cleveland, Chief 703-305-2885



**Commodity Complaint Team --- REGIONAL COMPLAINT ASSIGNMENTS**

Region -- 01 -- NERO -- Andre Orange  
(703) 305-2206

Email: [andre.orange@fns.usda.gov](mailto:andre.orange@fns.usda.gov)

109 – Connecticut  
123 – Maine  
125 – Massachusetts  
133 – New Hampshire  
136 – New York  
144 – Rhode Island  
150 – Vermont

Region -- 02 -- MARO – Robyn Consroe  
(703) 305-2877

Email: [robyn.consroe@fns.usda.gov](mailto:robyn.consroe@fns.usda.gov)

110 – Delaware  
111 -- District of Columbia  
124 – Maryland  
134 – New Jersey  
142 – Pennsylvania  
172 – Puerto Rico  
151 – Virginia  
178 – Virgin Islands  
154 – West Virginia

Region -- 03 -- SERO – David Leggett  
(703) 305-2834

Email: [david.leggett@fns.usda.gov](mailto:david.leggett@fns.usda.gov)

101 – Alabama  
112 – Florida  
113 – Georgia  
121 – Kentucky  
128 – Mississippi  
137 – North Carolina  
145 – South Carolina  
147 – Tennessee

Region -- 04 -- MWRO – David Leggett  
(703) 305-2834

Email: [david.leggett@fns.usda.gov](mailto:david.leggett@fns.usda.gov)

117 – Illinois  
118 – Indiana  
126 – Michigan  
127 – Minnesota  
139 – Ohio  
155 – Wisconsin

Food and Nutrition Service/Food Distribution Division  
PROGRAM SUPPORT BRANCH  
Rosalind Cleveland, Chief 703-305-2885



**Commodity Complaint Team --- REGIONAL COMPLAINT ASSIGNMENTS**

Region -- 05 -- SWRO -- Andre Orange  
(703) 305-2206

Email: [andre.orange@fns.usda.gov](mailto:andre.orange@fns.usda.gov)

105 – Arkansas  
122 – Louisiana  
135 – New Mexico  
140 – Oklahoma  
148 – Texas

Region -- 06 -- MPRO – Robyn Consroe  
(703) 305-2877

Email: [robyn.consroe@fns.usda.gov](mailto:robyn.consroe@fns.usda.gov)

108 – Colorado  
119 – Iowa  
120 – Kansas  
129 – Missouri  
130 – Montana  
131 – Nebraska  
138 – North Dakota  
146 – South Dakota  
149 – West Virginia  
156 – Wyoming

Region -- 07 -- WRO – Mary Beth Flowers (Team Leader)  
(703) 305-2834

Email: [marybeth.flowers@fns.usda.gov](mailto:marybeth.flowers@fns.usda.gov)

202 – Alaska  
104 – Arizona  
206 – California  
115 – Hawaii  
116 – Idaho  
132 – Nevada  
141 – Oregon  
153 – Washington  
166 – Guam



# Questions or Concerns?

