**Table of Contents**

[1. PURPOSE](#_Toc283285790)

[2. SCOPE](#_Toc283285791)

[3. BACKGROUND](#_Toc283285792)

[4. RESPONSIBILITY](#_Toc283285793)

[5. DEFINITIONS](#_Toc283285794)

[6. PROCEDURES](#_Toc283285795)

[7. RELATED DOCUMENTS (includes References, Attachments)](#_Toc283285796)

[8. EQUIPMENT/MATERIALS NEEDED](#_Toc283285797)

[9. SAFETY](#_Toc283285798)

[10. CIRCULATION](#_Toc283285799)

# PURPOSE

## The purpose of this document is to establish a system to resolve complaints reported by consumers or other public sources to the Minnesota Department of Agriculture (MDA) Food and Feed Safety Division (FFSD). The document contains written procedures for receiving, tracking, evaluating, responding to, closing, and maintaining records of public complaints.

# SCOPE

## This document applies to all FFSD staff who handle complaints received from consumers, the general public, and other public agenciesfor Food and Feed Program facilities and human and animal food products. This procedure does not address the procedures for handling complaints from industry about inspections and staff (see *FFSD.SOP.30.14 – Industry Appeals SOP* and *FFSD.SOP.30.29 – Staff Complaint SOP*)*.*

# BACKGROUND

## A formalized process for resolving and tracking complaints regarding human and animal food facilities from public sources ensures that complaints are evaluated in a consistent manner with input from pertinent staff. This process allows for timely and effective resolution to issues identified for specific facilities, food or feed handling activities, or personnel issues that may compromise public health. Maintaining a record-keeping system provides historical data regarding product and facility issues. The procedures for reviewing and tracking consumer complaints outlined in this procedure apply to manufacturing and retail food facilities and animal food facilities. The Manufactured Food (MFRPS) and Animal Food (AFRPS) Regulatory Program Standards define consumer complaints as complaints made by the public regarding food products, facility, practices, labeling, and any other related activities. For the purposes of this procedure, consumer complaints fall into the overall definition of public complaint per the procedure.

Public complaints may be submitted in person, by phone, mail, email, through agency web portal or referral from other agencies. The source of the complaint may remain anonymous if submitted as such. All public complaints are forwarded to the assigned support staff for entry into the electronic inspection system – USA Food Safety (USAFS).

# RESPONSIBILITY

**Compliance Supervisor** – The Compliance Supervisor will review complaint inspection findings and supporting documentation as needed.

## **Compliance Officer** - The Compliance Officer will evaluate, respond to, and document public complaint follow-up actions assigned to the Compliance Program.

## **Inspector –** The Inspector will conduct the complaint investigation during an inspection and document follow-up actions taken per the procedure and related documents.

## **Inspection Supervisor** - The Supervisor will evaluate and respond to referred public complaints as needed.

## **Program Manager -** The Program Manager will provide the final decision on the course of action to be taken and on the outcome for public complaints as requested.

**Program Support Staff –** Assigned Program Support Staff will receive and track necessary complaint information and notify appropriate staff of a new complaint upon entry.

**Response and Outreach (RO) Supervisor –** The RO Supervisor will assist in the determination of next steps if a complaint is associated with an illness investigation.

**RRT Coordinator –** The RRT Coordinator or designee will evaluate, respond to, and document public complaint follow-up actions assigned to the RRT.

# DEFINITIONS

**Complaint ID**: Numerical identification generated by USAFS inspection system for each unique complaint entry.

**Complaint Record:** Complaint detail as entered into USAFS system including any internal notes, attachments and related inspection and sampling reports.

## **Consumer/Public Complaint:** Specific information from a consumer or related public source regarding a human or animal food product, food handling entity, practices, labeling, suspected food or feed safety risk, violation of law, or any other related activities.

## **Food:** Every ingredient used for, entering into the consumption of, or used or intended for use in the preparation of food, drink, confectionery, or condiment for humans or other animals, whether simple, mixed, or compound; and articles used as components of these ingredients.

## **Foodborne Illness or Injury Complaint:** Complaint of illness or injury that the complainant believes to be related to consumption of or contact with a food item.

## **High Public Health Severity:** A situation posing a clear and significant risk for potential illness or injury.

## **Low Public Health Severity:** A situation posing a potential risk for illness or injury or is otherwise not in conformance with applicable food laws.

**Unfounded Complaint (UNFOUNDED):** Complaint not consistent or indicative of potential regulatory violation, animal health related concern, or public health related concern (opposite of Valid Complaint)**.**

**Unverified Complaint**: Valid complaint that was unable to be supported based on Compliance Officer follow-up actions or inspection findings (opposite of Verified Complaint).

**Valid Complaint (VALID)**: Complaint consistent with potential regulatory violation or public health concern (opposite of Unfounded Complaint).

**Verified Complaint**: Valid complaint that was supported based on Compliance Officer follow-up actions or inspection findings (opposite of Unverified Complaint).

# PROCEDURES

* 1. **Maintenance of Complaint Records – All Staff**
		1. Handle and restrict access to complaint records consistent with existing program policies. All external access to records, including complainant requests for follow-up information, should by handled through applicable agency data request procedures.
		2. Retain all complaint records and related follow-up documentation in USAFS electronic inspection system per *FFSD.POLICY.90.07 – Record Management and Data Practices Policy* and USAFS guidance.
		3. Refer to the following work instructions specific direction regarding USAFS use applicable to the roles identified in this procedure:
			1. *FOOD.WI.30.47 – Creating and Managing Complaints in USAFS WI*
			2. *FOOD.WI.30.48 – Starting and Submitting Complaint Inspections in USAFS WI*
			3. *FFSD.WI.30.51 – Searching in USAFS WI*
			4. *FEED USAFS Guidance Document – CreateComplaint-Feed*
		4. Record all actions taken to address complaints in the internal notes of the specific complaint in USAFS. This may include such actions as reviews, referrals, completed inspections, meetings, and phone calls.

# Receive Notification of Public Complaint – All Staff

# Immediately forward all public complainant(s) and/or notification of complaints to MDA.DFID-Complaint@state.mn.us. In addition, if the complaint is from a member of the public who states they have gotten ill from something they ate (i.e. a foodborne illness), also direct them to call the Minnesota Foodborne Illness Hotline directly at 1-877-366-3455 (1-877-FOOD-ILL).

# Complaint Intake and Tracking – Assigned Support Staff

* + 1. Collect the necessary information about the public complaint for entry into USAFS. The *Minnesota Consumer Complaint Worksheet* may be used as a reference to assist with public complaint information collection.
		2. Within one (1) business day of complaint receipt, verify that the complaint has not already been created by performing a search. Refer to *FFSD.WI.30.51 – Searching in USAFS WI* for more information on how to perform a search. If the complaint has not been created, create a complaint record in USAFS per *FOOD.WI.30.47 – Creating and Managing Complaints in USAFS WI* or *FEED USAFS Guidance Document – CreateComplaint-Feed*

and set the status to “Pending”. Add non-public information into the internal notes for the complaint (i.e. – specific employee names, etc.).

* + 1. Immediately after entry in USAFS, use Table 1: Complaint Contact Information and Instructions to notify individuals outside of FFSD of new complaints by email, and copy the applicable FFSD program or unit. Complaint entry reports are automatically generated when selecting the appropriate Complaint Type in USAFS and sent to the applicable FFSD staff.

**Table 1: Complaint Contact Information and Instructions for Notification and Routing Outside of FFSD\***

|  |  |  |
| --- | --- | --- |
| **Complaint Category** | **Contact** | **Instructions** |
| Restaurant or retail food service firm | MDH – Manager, Food Pools and Lodging Section | * Send the complaint report from USAFS and any pertinent information.
* Attach PDF of referral email to USAFS complaint record
* Update complaint status in USAFS to “Closed & Referred to Other Agency”.
 |
| Retail food (packaged) firm in MDA delegated area | Delegated Agency – See delegated agency contact list located within the *MN RRT Contacts List* | * Send the complaint report from USAFS and any pertinent information.
* Attach PDF of referral email to USAFS complaint record
* Update complaint status in USAFS to “Closed & Referred to Local Health”.
 |

* 1. **Foodborne Illness or Injury Complaint Evaluation – RRT Coordinator**
		1. Within one (1) business day of receiving the SQL report, evaluate the complaint record to determine validity and make further notifications, if necessary.
			1. Review the details of the complaint record and any attachments. Update the status to ‘Assigned RRT’ per *FOOD.WI.30.47 – Creating and Managing Complaints in USAFS WI* or other applicable instruction.
			2. Determine if MDH Epidemiology needs to be notified. If the complaint was not forwarded from MDH and there is no indication in the record or attachments of MDH notification, forward a copy of the complaint record from USAFS and any attachments to MDH Foodborne Illness Hotline coordinator.
			3. Determine if the food item(s) consumed prior to illness were prepared, packaged, or manufactured by an MDA licensee within FFSD.
				1. If the complainant’s food history does not include any food prepared, packaged, or manufactured by an MDA licensee within FFSD, refer the complaint details and any related attachments by email to the applicable division or external agency. Update complaint status to “Closed & Referred to Local Health” or “Closed and Referred to Other Agency” as applicable and attach PDF of email referral to complaint. If the agency requests assistance, make an internal note regarding the assistance requested.
			4. Determine if the symptoms are consistent with a potential physical, bacterial, chemical, or parasitic illness associated with ingestion of a food.
				1. If the symptoms are not consistent with a potential illness, the complaint is UNFOUNDED.
			5. Review the specific details of the complaint for the likelihood that the food(s) listed from the MDA licensee may have caused the illness or injury. Use the assessment questions in Table 2, below, as a guide.
				1. If it is not likely, the complaint is UNFOUNDED.
				2. If it is likely and the food is under MDA jurisdiction, the complaint is VALID.
				3. If there are concerns with an alleged foodborne illness under MDA jurisdiction, but not enough information to support the complaint being VALID, update the complaint status to ‘Assigned – Supervisor” for further review. Email the supervisor and the applicable program manager with information about the complaint.

**Table 2. Foodborne Illness and Injury Validity Assessment Questions\***

|  |
| --- |
| **Factors that may indicate valid complaints:**  |
| Is there more than one person or animal ill? If yes, are they from different households? |
| Is the food listed known to be associated with illness-causing agents? |
| Is the incubation period (time between consumption/handling of food and onset of symptoms) consistent with those of known illness-causing agents? |
| Based on type of food and incubation period:* Do any foodborne illness-causing organisms have onset times that match the incubation period?
* Is it plausible that the suspect food could harbor that organism/chemical/parasite?
* Do the type, severity, and duration of symptoms match what is known about that organism, chemical, or parasite?
 |
| Does the complainant have any other food exposures from non-MDA licensed establishments that are more likely the potential cause of illness than the food from the MDA-licensed establishments? |
| Does the complainant have any non-food exposures that may explain the illness?  |
| Does the complainant have an occupation that may put them at increased risk for and illness that could match the symptoms? |

*\*This table is for example purposes only and should not be used as an exclusive or prescriptive listing. All complaints should be evaluated for validity individually based on the related complaint details.*

* + 1. For UNFOUNDED Complaints:
			1. Add an internal note to the complaint with a summary of the suspected food and illness symptoms, state that no action is necessary, and briefly describe the reasoning. See Table 3 for examples. Update the complaint status to “Closed & Unfounded”.
			2. If there are food exposures from non-MDA licensed establishments listed that are likely to be the potential cause of illness, ensure that the agency with jurisdiction has been notified of the complaint. For example, if the complaint was referred to MDA by MDH, check that the other agency or agencies were also included in the routing of the complaint on the fax cover sheet. If the complaint needs to be referred, update the complaint status to “Closed & Referred to Local Health” or “Closed & Referred to Other Agency” as applicable. If other agencies were included in the routing, update the complaint status to “Closed & Unfounded”.
			3. If the Response Requested box is checked in the complaint, contact the complainant with the result. If more than one jurisdiction was notified of the complaint, inform the complainant that although MDA is not following up at this time, other agencies may. If the complaint was referred to another division or agency, inform the complainant of that fact and provide appropriate contact information. When communication is completed, add internal note to complaint record.
		2. For VALID Complaints:
			1. If upon review of the complaint, it is determined that the illness is not likely associated with the exposure of interest, but the complaint is still potentially VALID, the complaint may be forwarded to the Compliance Unit for review. Update the status to “Assigned-Compliance” and email the compliance email address MDA.FFSDCompliance@state.mn.us.
			2. Add a summary of the suspected food and illness symptoms, state that further action is necessary, briefly describe the reasoning, and describe the necessary follow-up actions as an internal note. See Table 3: Sample language for summarizing validity findings for a foodborne or feed related illness or injury complaint for examples.
			3. Associate a facility to the complaint record if on-site follow-up by inspection staff is necessary. This applies to home sample collection as well as licensed facilities. Creating a new facility may be required. Refer to *FOOD.WI.30.36 -* *Creating Food Facilities in USAFS WI*. Update the status to “Assigned-Inspector”.
			4. Notify area inspector, supervisor, and program manager of follow-up needs by email, including Complaint ID and specific details of the complaint. Follow-up needs may include but are not limited to Routine Inspection, Complaint Investigation, and Sampling. If sample is required, refer to the *FOOD.30.32 – Response, Complaint, and Enforcement Sampling SOP.*
			5. As long as complaint is open, review completed field inspection reports and coordinate with supervisor. *Refer to RESP.50.01 – Investigation Procedures for Food and Environmental Contamination SOP* and *RESP.50.02 – Foodborne Illness Outbreak Investigation SOP*.
			6. Review outstanding ‘Assigned RRT’ statuses, which may include review of completed inspection reports. If there is evidence of contributing factors to the complainant’s foodborne illness symptoms, update the status to “Closed & Verified”. If there is insufficient evidence of contributing factors to the complainant’s foodborne illness symptoms, update the status to “Closed & Unverifiable.”
			7. Notify the inspector and the supervisor when the investigation is closed and what the final complaint determination was (Verified or Unverifiable).

# Table 3. Sample language for summarizing validity findings for a foodborne or feed related illness or injury complaint.\*

|  |
| --- |
| **For Valid complaint:**  |
| Two complaints of illness from adults in different households. Symptoms of diarrhea occurring 20 and 24 hours after consuming salmon and spinach salad, and lasting 25 and 20 hours, respectively. This complaint is consistent with norovirus infection. Follow-up at the grocery store deli is warranted to examine employee illness records, preparation steps for the salad, and whether they have received other complaints from the public. |
| Call in complaint regarding the death of multiple livestock in multiple barns that were all fed from the same source and feed product. More animals showing signs of weakness and refusing to stand or walk that have been fed from the same lot. This complaint is consistent with a possible animal feed adulteration. Follow-up with the complaint and producer of the feed warranted. |
| **For Unfounded complaint:**Complaint of illness in 2 adults from the same household. Both shared a Thai chicken salad and became ill 1 hour (vomiting only) and 3 hours (diarrhea and vomiting) later, respectively. There was a baby in the household who was vomiting 2 days prior to adult illness. No follow-up warranted based on presence of ill child and food history/symptom timeline given. |
| Complainant and other adult in same household experienced diarrhea and vomiting 6 hours after consuming tacos made at home. Both also consumed sandwiches from a fast food establishment 29 hours prior to symptoms. No follow-up warranted at this time based on food history and symptom timeline. The agency with jurisdiction over the fast food establishment was copied on the original complaint. |

*\*This table is for example purposes only and should not be used as an exclusive or prescriptive listing.*

* 1. **Non-Illness Complaint Evaluation – Compliance Officer**
		1. Within one (1) business day of receiving the SQL report, evaluate the complaint record to determine validity.
			1. Examine the details of the complaint record.
			2. Determine if the law(s) applicable to the complaint details fall within the FFSD’s authority.
				1. If no, refer the complaint details by email to the applicable program (Dairy or Meat), division, or external agency. Refer to Table 1: Complaint Contact Information and Instructions. Update complaint status to “Closed & Referred to Other Agency”, add internal notes of review and/or referral and attach PDF of email referral to complaint in USAFS. If the agency requests assistance, make an internal note regarding the assistance requested.
			3. Perform independent research to substantiate or further assess complaint details when necessary. This step will be dependent on complaint type, public health significance, and availability of public information.
				1. Based on complaint information and research, determine if a potential violation of law is occurring. Applicable laws include State Statues, Code of Federal Regulations and State Rules. If the answer is no, then the complaint is UNFOUNDED. Update complaint status to “Closed & Unfounded” and add internal notes regarding review process. Contact the complainant for education as work planning and program priorities permit.
				2. If there is not enough information in the complaint record to determine if a potential violation of the law is occurring, contact the complainant for additional information if contact information is provided. If detail is still not adequate after two attempts at contact, the close the complaint in USAFS as “Closed & Unfounded”. Update complaint status and add internal notes regarding review process. If requested, contact the complainant to update on status of complaint as work planning and program priorities permit.
			4. If a potential violation of law is occurring, review the specific regulatory requirements of law to verify the regulatory interpretation is appropriate for the specific complaint details. If the interpretation is appropriate, the complaint is VALID.
				1. If not already complete, associate a facility in USAFS to the complaint record if the firm is located within Minnesota. This applies to licensed and unlicensed facilities. A new facility may need to be created.
		2. If upon review of the complaint, it is determined that the complaint is a potential foodborne illness, the complaint may be forwarded to the RRT for review. Update the status to “Assigned-RRT” and email the Response email address MDA.FFSDResponse@state.mn.us.
		3. For VALID Complaints, identify if the issue is a HIGH PUBLIC HEALTH SEVERITY or LOW PUBLIC HEALTH SEVERITY using *Table 4: Examples of Public Health Risk Severity* below:

Table 4. Examples of Public Health Risk Severity\*

|  |  |
| --- | --- |
| **Higher Severity**  | **Lower Severity**  |
| Potential pathogen contamination (i.e. – cross-contamination observed directly on a food or food contact surface) | Non PHF home business operating w/o a license |
| Undeclared allergens on labeling | Quality assurance dating issues |
| Gross insanitary conditions | Non-allergen related labeling issues |
| Pest infestations | Food quality issues |
| Personal hygiene issues involving direct food contact (handwashing, bare hand contact, etc.) | Personal hygiene issues with no food contact (hairnet, jewelry, clothing, etc.) |
| Licensing for non-home based businesses or involving PHF | Presence of non-pest animals (dog, wild birds, etc.) |
| Feed adulteration or animal death | Minor labeling issues, Operating without a license, Feed quality (odor, discoloration, broken kibble/pellets) |

*\*This table is for example purposes only and should not be used as an exclusive or prescriptive listing. All complaints should be evaluated for severity individually based on the related complaint details.*

* + 1. Determine the appropriate follow-up action using *Table 5: Valid Complaint Follow-Up Recommendations* and complete the actions identified:

**Table 5. Valid Complaint Follow-up Recommendations**

|  |  |
| --- | --- |
| **Follow-up** | **Compliance Officer Action** |
| HIGH PUBLIC HEALTH SEVERITY ISSUES |
| Program Follow-Up | * Document recommendation made to the Food or Feed Program, including who was notified and the date, in the internal notes of the complaint in USAFS and update complaint status to “Assigned Supervisor”. Attach the email to the complaint ID.
* Follow-up recommendations may include sample collection. Refer to *FOOD.30.32 - Response, Complaint, and Enforcement Sampling SOP or FEED.11.01 - General Feed Sampling and Documentation Procedures SOP* if sample collection is necessary.
* Notify Supervisor of follow-up recommendations by email and include Complaint ID, Firm Name, City, and specific details of the complaint. Copy the area Food or Feed Inspector and the applicable Program Manager on the email.
 |
| Compliance Follow-Up | * Document recommendation in the internal notes of the complaint in USAFS and update complaint status to “Assigned to Compliance”.
* Follow-up recommendation may include additional action or investigation by Compliance staff when no facility is available for inspection. Notify Compliance Unit Supervisor of follow-up recommendations by email and include Complaint ID, Firm Name, City, and specific details of the complaint.
 |
| LOW PUBLIC HEALTH SEVERITY ISSUES |
| Program Follow-Up | * Use this for instances facility or operation assessment is necessary for verification and the complaint may have direct public health impact (but have not risen to the level of high severity). For example, personal hygiene issues that are not specific to product handling.
* Document recommendation made to the Food and Feed Program, including who was notified and the date, in the internal notes of the complaint in USAFS and update complaint status to “Assigned Supervisor”.
* Send a notification email to the Inspector and Supervisor with Complaint ID, Firm Name, City, and explanation of determination.
 |
| Address during next inspection  | * Use this when assessment of the facility or operation is necessary for verification but the complaint does not have direct public health impact. For example, food quality issues.
* Document review and recommendation in the internal notes of the complaint in USAFS and update complaint status to “Assigned to Supervisor”
* Send a notification email to the Inspector and Inspection Supervisor with Complaint ID, Firm Name, City, and explanation of determination.
 |
| Compliance Follow-UpAddress complaint with other action (phone call, email or correspondence)  | * Use this when a facility or operational review is not strictly necessary for verification. For example, reported instances of non-pest related animals in the operation.
* Document recommendation in the internal notes of the complaint in USAFS and update complaint status to either “Assigned to Compliance” or “Assign to Supervisor” based on identified follow-up action.
* Follow-up recommendation may include additional action or investigation by Compliance staff – specifically when no facility is available for inspection.
* Notify Inspector, Inspection Supervisor and Compliance Unit Supervisor of follow-up recommendations by email and include Complaint ID, Firm Name, City, and specific details of the complaint.
 |

* 1. **Scheduling of Inspection – Inspection Supervisor**
		1. Within one (1) business day of valid complaint notification, review all applicable details of complaint record including internal notes and attachments.
		2. If the need for Inspector follow-up is not clear (i.e. validity of complaint is in question), contact the referring Compliance Officer or RRT Coordinator for additional clarification and/or discussion. Involve the Compliance Supervisor and/or applicable Program Manager as necessary. If the complaint will be referred back to the Compliance Unit based on the outcome of the further discussion, update the complaint status to “Assigned Compliance” and add an internal note outlining the discussion and agreed-upon next steps.
		3. For complaints requiring Inspector follow-up, schedule an inspection in USAFS to investigate the complaint based on inspection territory, experience, and workload.
			1. Identify inspection completion date based on severity of public health risk. Inspections for those complaints with a HIGHER PUBLIC HEALTH SEVERITY should be conducted within seven (7) business days based on the egregiousness of the complaint. Those items of LOWER PUBLIC HEALTH SEVERITY should be addressed as quickly as staffing and program priorities allow and based on the egregiousness of the complaint.
			2. Include assignment comments as necessary in the complaint record for direction to assigned Inspector. Document review and recommendation in the internal notes of the complaint in USAFS and update complaint status to “Assigned Inspector” or “Address During Next Routine Inspection” based on identified follow-up action and updated the ‘Assigned To’ field on the Complaint Maintenance page. Refer to *FOOD.WI.30.47 – Creating and Managing Complaints in USAFS WI or* USAFS Guidance *CreateComplaint-Feed.*
		4. Notify Inspector of assigned complaint inspection by email and include Complaint ID. Copy area Inspector on email notification when inspection assignment differs from area inspector.
	2. **Complaint Inspection – Inspector**
		1. Prior to inspection, review all applicable assignment documentation including complaint detail and firm inspection history. This may include contacting the complainant for additional detail in limited situations – consult supervisor first in these scenarios.
		2. Conduct the inspection within the scheduled timeframe following any additional direction included within assignment or internal notes. Additional direction may include conducting a full routine inspection or following up on recent routine inspection finding in addition to conducting the complaint investigation. Refer to *FOOD.WI.30.48 – Starting and Submitting Complaint Inspections in USAFS WI or* USAFS Guidance *CreateComplaint-Feed* for more information.
		3. Contact supervisor if additional direction is needed regarding the complaint investigation, actions to be taken regarding affected foods, or other items needing clarification.
		4. Document the following in the published comments of the inspection report:
			1. Complaint ID
			2. Brief and general description of submitted complaint – do not include specific names or other details revealing complainant
			3. Follow-up actions taken to investigate the complaint (e.g. a description of the policies or procedures reviewed, areas of the store observed, or specific equipment that was assessed)
		5. If violations are found, issue orders per the applicable Food or Feed Program inspection report procedures. Ensure the observation statement for the order issued clearly supports the violation based on conditions observed during the inspection.
		6. If sample collection is necessary but was not identified in the complaint assignment, contact supervisor to determine the most appropriate way to collect and document sample collection.
		7. Refer to the applicable sampling procedure and work instruction for further instructions based on the type of sample and reason for collection.
		8. Add an internal note to complaint record describing details of the follow-up actions that occurred. Include the Inspection ID of the inspection that was conducted in the internal note. Examples of follow-up actions may include inspections, sampling, phone conversations or emails.
	3. **Review of Complaint Inspection Findings – Inspection Supervisor and Compliance Supervisor**
		1. Complete the following tasks for the supervisor’s respective program or unit. Refer to *FOOD.WI.30.47 – Creating and Managing Complaints in USAFS WI* for instructions on use of USAFS in reviewing and closing out complaints.
			1. Review complaint record, inspection report, and sampling record, if applicable, to determine if additional follow-up actions are necessary based on the observations and/or violations documented. Additional actions may include inspections at additional facilities, document collection to support findings, additional sampling or further enforcement actions. If the complaint is associated with illness investigations and additional actions are required, update the complaint status to “Assigned RRT” and coordinate determination of next steps with the RRT Coordinator.
			2. For a complaint requiring further actions, make assignments and/or referrals as necessary. Add internal notes to the complaint record to document actions taken. This may include creating an additional complaint in USAFS for a separate facility or referral to another program or agency for follow-up.
		2. When further actions are no longer necessary, update complaint status to “Closed & Verified” or “Closed & Unverified” based on inspectional observations and/or other complaint record findings.

# RELATED DOCUMENTS (includes References, Attachments)

FFSD.SOP.30.14 – Industry Appeals SOP

FOOD.30.05 – Inspection Report Writing SOP

FOOD.30.37 – Inspection Report – Retail Food SOP

FOOD.30.32 - Response, Complaint, and Enforcement Sampling SOP

FEED.11.01 - General Feed Sampling and Documentation Procedures SOP

FOOD.WI.30.47 – Creating and Managing Complaints in USAFS WI

FOOD.WI.30.48 – Starting and Submitting Complaint Inspections in USAFS WI

FFSD.WI.30.51 – Searching in USAFS WI

Minnesota Consumer Complaint Worksheet AG-03059

MN RRT Contacts List

RESP.50.01 – Investigation Procedures for Food and Environmental Contamination SOP

RESP.50.02 – Foodborne Illness Outbreak Investigation SOP

FOOD.WI.30.36 - Creating Food Facilities in USAFS WI

# USAFS Guidance *CreateComplaint-Feed*

# EQUIPMENT/MATERIALS NEEDED

## USAFS

# SAFETY

## N/A

# CIRCULATION

This document is circulated to the following groups in FFSD: Manufactured Food/Retail Food/Feed: Inspectors, Supervisors, and Program Managers; Compliance Officers and Compliance Supervisor RRT Staff (including the RO Supervisor), and PASU staff. The current version will be stored electronically on the FFSD document control site.