

Overview of USDA Foods Complaint Process in Connecticut

The Connecticut State Department of Education (CSDE) manages the USDA Foods Program for schools in Connecticut. The CSDE's role is to help school food authorities (SFA) obtain USDA Foods. Occasionally, there are problems with a USDA Foods product. This document summarizes the steps to follow if a SFA encounters a problem with direct delivery foods, further processed foods, and USDA Department of Defense (DoD) Fresh. To contact the USDA Foods staff, visit the "[Contact](#)" section of the CSDE's FDP webpage.

Note: Only complaints for Direct Delivery Foods items are entered by the CSDE in the USDA's Web Based Supply Chain Management (WBSCM) system.

Direct Delivery Foods

- The SFA discovers an issue with a Direct Delivery product.
- The SFA completes the [Web-Based Supply Chain Management \(WBSCM\) Direct Delivery Complaint Form](#) and forwards to the CSDE. The SFA should save all affected product and forward photos if available (see form for details).
- If the SFA requests a replacement, retain the unopened product until further notice.
- The CSDE enters the complaint in WBSCM on behalf of the SFA.
- The USDA will investigate the complaint and respond to the CSDE with any information.
- The CSDE will inform the SFA of any outcomes.

Further Processed Foods

- The SFA discovers an issue with a Further Processed product.
- When a USDA Food is received by a processor, it is no longer considered a "USDA Food item" and is not submitted as a complaint via WBSCM.
- The SFA should contact the processor directly and should save all affected product and forward any available photos to the processor.
- The SFA may contact the CSDE for guidance.

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USDA Department of Defense (DoD) Fresh

- The SFA should inspect produce at time of delivery.
- The SFA should reject non-domestic produce or produce that does not meet U.S. No 1 standard.
- The SFA should report issues with produce quality, concern, availability, or delivery to the vendor and the CSDE, and note all returns on the delivery ticket. The customer's signature and printed name are required for acceptance of the product.
- The SFA should receipt in the Fresh Fruits and Vegetables Order Receipt System (FFAVORS) within 5 days to reflect the returns.
- If damage is found after delivery within one business day, the SFA must contact the vendor, Defense Logistics Agency (DLA) representative, and CSDE, and include photos if possible. The SFA should not adjust the receipt in FFAVORS for any changes after delivery is accepted. Vendor must approve all credits after delivery.
- If issues are not resolved or continue, contact: USDADoDFresh@usda.gov.



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For more information, visit the CSDE's [Food Distribution Program \(USDA Foods\)](#) webpage or contact the [FDP program staff](#) at the Connecticut State Department of Education, Bureau of Child Nutrition Programs, 450 Columbus Boulevard, Suite 504, Hartford, CT 06103-1841. This document is available at https://portal.ct.gov/-/media/SDE/Nutrition/FDP/Overview_USDA_Foods_Compliant_Process_Connecticut.pdf.

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To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email: program.intake@usda.gov

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