This form includes the information required from the Recipient Agency for the Connecticut State Department of Education to submit complaints regarding USDA Foods direct delivery items. Complete all information and e-mail to allison.calhoun-white@ct.gov and monica.pacheco@ct.gov. For questions, please contact Allison Calhoun-White at 860-807-2008 or Monica Pacheco at
860-807-2086.

1. Sales order number (starts with 5000): Click or tap here to enter text.

**NOTE:** To find the sales order number, go under *Reports*, click on *Requisition Status Report*, then enter the following information:

* + **Program:** Enter “NSLP.”
	+ **Req. Delivery Date**: Enter “7/1/<*insert current year, e.g., 2017*>” in the first field and enter the current date in the second field), for example, “7/1/2017” to “1/9/2018.”
	+ **Material Code:** Enter the material code of the product for which you are reporting the complaint.
	+ **Sold-To Party:** This field should automatically populate with your seven-digit BPID number.

Hit *Execute*. Scroll over to the column for *Sales Order #* to locate the sales order number that applies to the complaint (there may be multiple delivery dates).



1. Incident date:Click or tap here to enter text.
2. Date received: Click or tap here to enter text.
3. District/school contact name: Click or tap here to enter text.
4. Contact organization: Click or tap here to enter text.
5. Contact phone: Click or tap here to enter text.
6. Contact e-mail: Click or tap here to enter text.
7. Street address of remaining product: Click or tap here to enter text.
8. Quantity received: Click or tap here to enter text.
9. Quantity affected: Click or tap here to enter text.
10. Quantity remaining: Click or tap here to enter text.
11. Please include photos of:
	* the affected product (for example, if product is freezer burned, please send a photo that clearly shows the freezer burn);
	* the case and all labels on the case; and
	* any additional photos that would be beneficial to assess the situation.

For information on the Connecticut Food Distribution Program (FDP), visit the CSDE’s [Food Distribution Program (USDA Foods)](https://portal.ct.gov/SDE/Nutrition/Food-Distribution-Program-USDA-Foods) webpage or contact the [FDP program staff](https://portal.ct.gov/SDE/Nutrition/Food-Distribution-Program-USDA-Foods/Contact) in the CSDE’s Bureau of Health/Nutrition, Family Services and Adult Education, 450 Columbus Boulevard, Suite 504, Hartford, CT 06103-1841.

This document is available at <https://portal.ct.gov/-/media/SDE/Nutrition/FDP/USDAFoodsComplaintForm.docx>.



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