


eCCF Welcome Page

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USDA United States Department of Agriculture
Food Safety and Inspection Service

Electronic Consumer Complaint Reporting Form (eCCF) [See Privacy Policy](#)

[Check Complaint Status](#)

Welcome to the FSIS Electronic Consumer Complaint Reporting Form. Here you can report foodborne incidents such as illness, foreign object, injury, allergic reaction, misbranding, and off taste, color, or appearance involving meat, poultry, and other processed egg products regulated by the USDA FSIS. The information you are able to provide in this form will help to support FSIS analysis in their ability to identify and respond to consumer food safety issues.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0583-0133. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

Disclaimer and Notices:

- If you are a minor (under 18 years of age) please seek the advice of an adult before submitting a complaint.
- Personal information, although optional, may be captured on the following form. Please be aware of our [Privacy Policy](#) and the use of the information you provide in the form before proceeding.
- To speak with someone directly, call the USDA Meat and Poultry Hotline at 1-888-MPHotline (1-888-674-6854). The Hotline is staffed by food safety experts weekdays from 10 a.m. to 6 p.m. Eastern time.

Please answer these questions before proceeding to the reporting form:

Is your complaint related to food safety?	<input type="radio"/> Yes	<input type="radio"/> No
Does your complaint involve foodborne illness?	<input type="radio"/> Yes	<input type="radio"/> No
Is your complaint related to meat, poultry, or egg product?	<input type="radio"/> Yes	<input type="radio"/> No
Does your complaint involve food prepared at a restaurant, deli or fast food establishment?	<input type="radio"/> Yes	<input type="radio"/> No


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Electronic Consumer Complaint Form

Non-FSIS Page

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Electronic Consumer Complaint Reporting Form (eCCF)

If you have a problem with a food product...

Separate government agencies are responsible for protecting different segments of the food supply and responding to consumer complaints involving those food products. If you have experienced a problem with a food product, it is important to contact the appropriate public health organization.

For Help With Restaurant Food Problems:

Contact the Health Department in your city, county or state. View a complete listing of [State Departments of Public Health](#).

For Help With Non-Meat Food Products (i.e. Cereals, Produce, Pastas, Cheeses, Whole Eggs in Shell, etc.):

For complaints about food products which do not contain meat, poultry or egg products, such as fruit and vegetables, contact the [Food and Drug Administration \(FDA\)](#).

If you have reviewed this information and still wish to submit a complaint to USDA FSIS, [CLICK HERE](#) If you wish to speak with someone about your complaint, call the USDeat and Poultry Hotline at 1-888-MPHotline (1-888-674-6854).

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Electronic Consumer Complaint Form

eCCF Complaint Description

Electronic Consumer Complaint Reporting Form (eCCF)

Submit

Complaint Description | Contact Information | Product Information | Upload Documents

* Please use this form to tell us about your complaint.

Date Incident Occurred: (*) (required)
[/ /]

* Select all that apply. At least one complaint type is mandatory to submit the complaint.

Complaint Type

- Allergic Reaction
- Illness
- Injury
- Foreign Object
- Off Taste / Off Odor / Off Appearance
- Misbranding / Mislabeled
- Other (Please Specify)

Medical Visit

Did you require Medical Visit?
[No]

Additional Complaint Information

* Please provide a brief description of the incident.
* It is required to provide additional description of your complaint here if you have selected 'Other' in any of the complaint types above.

e.g., I found a piece of plastic in my hamburger while eating. I broke a tooth and had to go to the dentist. 2000 left

To speak with the food safety specialist about your complaint, call the USDA Meat and Poultry Hotline at 1-888-674-6854.

Complaint Types expanded

*Select all that apply. At least one complaint type is mandatory to submit the complaint.

Complaint Type

Allergic Reaction

Known Allergy/Sensitivity (* Required)

Did you experience any of these symptoms? (* Required)	How soon after eating did the symptoms occur?
Rash or Hives	Does Not Apply <input type="button" value="v"/>
Difficulty Breathing	Does Not Apply <input type="button" value="v"/>

Illness

How many people became ill? (* Required)

Did you experience any of these symptoms? (* Required)	How soon after eating did the symptoms occur?
Vomiting	Does Not Apply <input type="button" value="v"/>
Diarrhea	Does Not Apply <input type="button" value="v"/>
Fatigue	Does Not Apply <input type="button" value="v"/>
Nausea	Does Not Apply <input type="button" value="v"/>
Fever	Does Not Apply <input type="button" value="v"/>

Injury

Type of Injury (* Required)	How soon after eating did the injury occur? (* Required)
Burn	Does Not Apply <input type="button" value="v"/>
Broken/Loose Tooth	Does Not Apply <input type="button" value="v"/>
Choking	Does Not Apply <input type="button" value="v"/>
Laceration/Cut	Does Not Apply <input type="button" value="v"/>
Toothache	Does Not Apply <input type="button" value="v"/>
Other	Does Not Apply <input type="button" value="v"/>

Foreign Object

Foreign Object Type (* Required)

Object Amount and Location

Object Color

Off Taste/ Off Odor/ Off Appearance

<input type="checkbox"/> All	Type of quality issue (* Required)
<input type="checkbox"/>	Off Taste
<input type="checkbox"/>	Off Odor
<input type="checkbox"/>	Off Appearance

Misbranding/ Mislabeled

Specific Problem (* Required)

Other (Please Specify)

Specific Problem (* Required)

Medical Visit

Did you require Medical Visit?

Additional Complaint Information
 * Please provide a brief description of the incident.
 * It is required to provide additional description of your complaint here if you have selected 'Other' in any of the complaint types above.

2000 characters

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Electronic Consumer Complaint Form

Product Information

Electronic Consumer Complaint Reporting Form (eCCF) Submit

Complaint Description Contact Information **Product Information** Upload Documents

**What did you purchase and from where*

Product Information

Brand Name* **(Required)**

Product Description* **(Required)**

Package Size

Package Codes/Lot Number

Product Date Type

Date On Package* **(Required)**

Establishment Number

Do you have any product remaining?

Purchase Location

Purchase Date* **(Required)**

Store Name

Country

Street Address

City

State

City

To speak with the food safety specialist about your complaint, call the USDA Meat and Poultry Hotline at 1-888-474-6854.

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Electronic Consumer Complaint Form

Contact Information

Electronic Consumer Complaint Reporting Form (eCCF)

Submit

Complaint Description **Contact Information** Product Information Upload Documents

How may we contact you?

I wish to remain anonymous

Salutation	<input type="text" value="--Select--"/>	Country	<input type="text" value="United States"/>
First Name	<input type="text"/>	Street Address	<input type="text"/>
Last Name	<input type="text"/>	City	<input type="text"/>
Age	<input type="text"/>	State	<input type="text" value="--Select--"/>
Telephone Number (Home)	<input type="text"/>	Zip code	<input type="text"/>
Mobile Number	<input type="text"/>	Email	<input type="text"/>

How did you find out about how to report a complaint to FSIS?

Other (please specify)

To speak with the food safety specialist about your complaint, call the USDA Meat and Poultry Hotline at 1-888-674-6854.

Documents



The screenshot shows a web browser window displaying the USDA Electronic Consumer Complaint Reporting Form. The browser's address bar shows the URL: localhost:23771/Ecd/Form#case-data/ComplaintDescription. The page header includes the USDA logo and the text "United States Department of Agriculture Food Safety and Inspection Service". The main heading is "Electronic Consumer Complaint Reporting Form". Below the heading, there is a "Submit" button and a navigation bar with tabs: "Complaint Description", "Contact Information", "Product Information", and "Upload Documents". The "Upload Documents" tab is active. A table with the following columns is visible: "Document Title", "Comment", and "Actions". One document is listed: "Tooth_in_chicken_nugget.jpg" with the comment "Image". An "Add Document" button is located above the table. At the bottom of the page, there is a footer with links: "USDA.gov", "Accessibility Statement", "FSIS Home", "Privacy Policy", "USA.gov", "White House", and "Site Map".

Upload Documents

The screenshot shows the same USDA Electronic Consumer Complaint Reporting Form, but with an "Upload New Documents" dialog box open. The dialog box contains the following text: "Upload New Documents", "Please upload pictures of the product that demonstrate the issue you are reporting to include all numbers, dates and codes printed on the package. If this complaint involves a foreign object, please also include pictures of the foreign object next to a coin or ruler", "Files must be less than 40MB", and "Allowed file types: .jpg, .docx, .pdf". Below the text are three buttons: "Add Files...", "Start upload", and "Cancel upload". At the bottom of the dialog, there are two input fields: "Document Title:" and "Document Comment:". The "Document Title" field contains the text "Tooth_in_Chicken_Nugget 3.2 MB". There are "Start" and "Cancel" buttons next to the input fields, and a "Close" button at the bottom right of the dialog. The background of the form is dimmed.

Complaint Status

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Electronic Consumer Complaint Reporting Form (eCCF)

Complaint Status

Enter Confirmation Number

[Check Complaint Status](#)


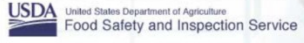
To speak with the food safety specialist about your complaint, call the USDA Meat and Poultry Hotline at 1-888-MPHotline (1-888-674-6854).

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Electronic Consumer Complaint Form

Complaint status – Forwarded complaint to DOH

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Electronic Consumer Complaint Reporting Form (eCCF)

Complaint Status

Enter Confirmation Number

[Check Complaint Status](#)

Confirmation Number: 07-20-2018-000001

Thank you for submitting a complaint to the U.S. Department of Agriculture's Food Safety and Inspection Service.

Your complaint has been reviewed. Based on the information provided, it was determined that your complaint involves food product(s) regulated by your State or local Departments of Public Health and Agriculture. Your complaint has been forwarded to the respective office in your state. You may be contacted by the Department of Public Health and Agriculture if additional information is needed for review.

No additional status updates will be made on this page.

To speak with the food safety specialist about your complaint, call the USDA Meat and Poultry Hotline at 1-888-MPHotline (1-888-674-6854).

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Electronic Consumer Complaint Form

Complaint status – Forwarded complaint to FDA

U.S. Official Website of the United States Government <https://www.usda.gov>

USDA United States Department of Agriculture
Food Safety and Inspection Service



Electronic Consumer Complaint Reporting Form (eCCF)

Complaint Status

Enter Confirmation Number

[Check Complaint Status](#)

Confirmation Number: 07-20-2018-000001

Thank you for submitting a complaint to the U.S. Department of Agriculture's Food Safety and Inspection Service.


Your complaint has been reviewed. Based on the information provided, it was determined that your complaint involves food product(s) regulated by the Food and Drug Administration (FDA). Your complaint has been forwarded to FDA. You may be contacted by the FDA if additional information is needed for review.

No additional status updates will be made on this page.

To speak with the food safety specialist about your complaint, call the USDA Meat and Poultry Helpline at 1-888-674-6854.

Complaint status – Not Reviewed

[Go to official website of the United States government](#) [www.usda.gov](#)

 United States Department of Agriculture
Food Safety and Inspection Service



Electronic Consumer Complaint Reporting Form (eCCF)

Complaint Status

Enter Confirmation Number

[Check Complaint Status](#)

Confirmation Number: 07-20-2018-000001

Thank you for submitting a complaint to the U.S. Department of Agriculture's Food Safety and Inspection Service.
Your complaint is under review. Please check back for a status update.

To speak with the food safety specialist about your complaint, call the USDA Meat and Poultry Hotline at 1-888-HPA hotline (1-888-674-6854).

Complaint status – Not Valid



Electronic Consumer Complaint Reporting Form (eCCF)

Complaint Status

Enter Confirmation Number [Check Complaint Status](#)

Confirmation Number: 0720-2018-00001

Thank you for submitting a complaint to the U.S. Department of Agriculture's Food Safety and Inspection Service.

Your complaint has been reviewed. Based on the information provided, it was determined that FSIS may not be the appropriate agency to address your complaint. For information on where complaints for different food products should be reported, please visit: <http://www.foodsafety.gov/oc/oc/cdc/cdc.html>. If you believe this is in error or have additional information which may help us in resolving your complaint, please contact the FSIS Heat and Poultry Hotline at 1-888-674-6854.

No additional status updates will be made on this page.

To speak with the food safety specialist about your complaint, call the USDA Heat and Poultry Hotline at 1-888-674-6854.

Complaint status – Valid

no further updates of the united states government www.usda.gov/foia



Electronic Consumer Complaint Reporting Form (eCCF)

Complaint Status

Enter Confirmation Number

[Check Complaint Status](#)

Confirmation Number: 07-20-2018-000001

Thank you for submitting a complaint to the U.S. Department of Agriculture's Food Safety and Inspection Service.

Your complaint has been reviewed and you may be contacted if additional information is needed for follow-up. When the complaint has been resolved, a letter will be sent to your email or physical address, if you provided contact information.

No additional status updates will be made on this page.

To speak with the food safety specialist about your complaint, call the USDA Helpline and Privacy Hotline at 1-888-674-6854.