CONSUMER COMPLIANT REPORT

West Virginia Department of Agriculture
Regulatory and Environmental Affairs Division
Charleston, WV 25305

Date: ____________________  Time: ____________________

Complainant’s Full Name: _________________________________________ Telephone: __________________________

Address: _________________________________________________________ Zip Code: ___________________

Email (if available)___________________________________________________

Brand Name of Product: ___________________________________________ Date Purchased: ________________

Manufacturer’s Name & Address: _____________________________________________________________________

Retail Store Name & Address: _______________________________________________________________________

Lot No. or Other Codes: ____________________________________________________________________________

If you require further space to thoroughly answer the following items, please use page two of this report.

Describe Defect:

If contacted, store owner/management’s response:

Names of personnel and divisions/agencies who are already working on the situation:

Summary:

Samples already collected or planned for collection:

Does a quarantine/embargoes need to be initiated?
Resolution/Summary of Findings:

Your completion of the above will help us to compile composite data which may be used in action against a production lot. The following procedure will usually trigger response from the manufacturer/processor:

1. Contact the manufacturer directly. Provide all the data listed above. The manufacturer may request the specimen to use in its investigation. Your cooperation is helpful.

2. Return the product to your selling dealer. They will usually refund your cost or replace the product. Ask them to relay your complaint to their supplier.

Name of person completing form: _____________________________ Date: ________________

COMPLETE THIS FORM AND E-MAIL OR FAX TO: Chad Linton, Assistant Director (Clinton@ag.wvda.us) or Herma Johnson, Director (hjohnson@wvda.us) Fax: 304-558-3594 Office: 304-558-2227. WVDA will complete the shaded areas.

Resolution/Summary of Findings: