

Pet Food Complaint Reporting

To Report a Pet Food Complaint



Go To
www.fda.gov/petfoodcomplaints

Food and Drug Administration Center for Veterinary Medicine



FDA/CVM

- **The Division of Compliance** is committed to preventing violations and enforcing the Federal Food, Drug and Cosmetic Act and related laws through guidance, education and regulatory actions.
 - ICERT (Imports Complaint Emergency Recall Team)
- **The Office of Research** is committed to providing a scientific foundation to establish solid regulatory policy
 - Vet-LIRN (Laboratory Investigation & Response Network)
- **The Office of Foods and Veterinary Medicine** is committed to regulatory, scientific, outreach, and outbreak response.
 - CORE (Coordinated Outbreak Response & Evaluation Network)
- **The Office of Regulatory Affairs** manages and coordinates FDA's inspections, laboratories, and field offices.

FDA Center for Veterinary Medicine (CVM): Partners in Complaint Evaluation

- Import Complaint Emergency Recall Team (ICERT)
- CVM Veterinary Laboratory Investigation and Response Network (Vet-LIRN)
- Division of Veterinary Product Safety (DVPS)
- National Consumer Complaint Coordinators
- District Offices
- State Partners

Pet Foods



Animal Feeds: Concerns

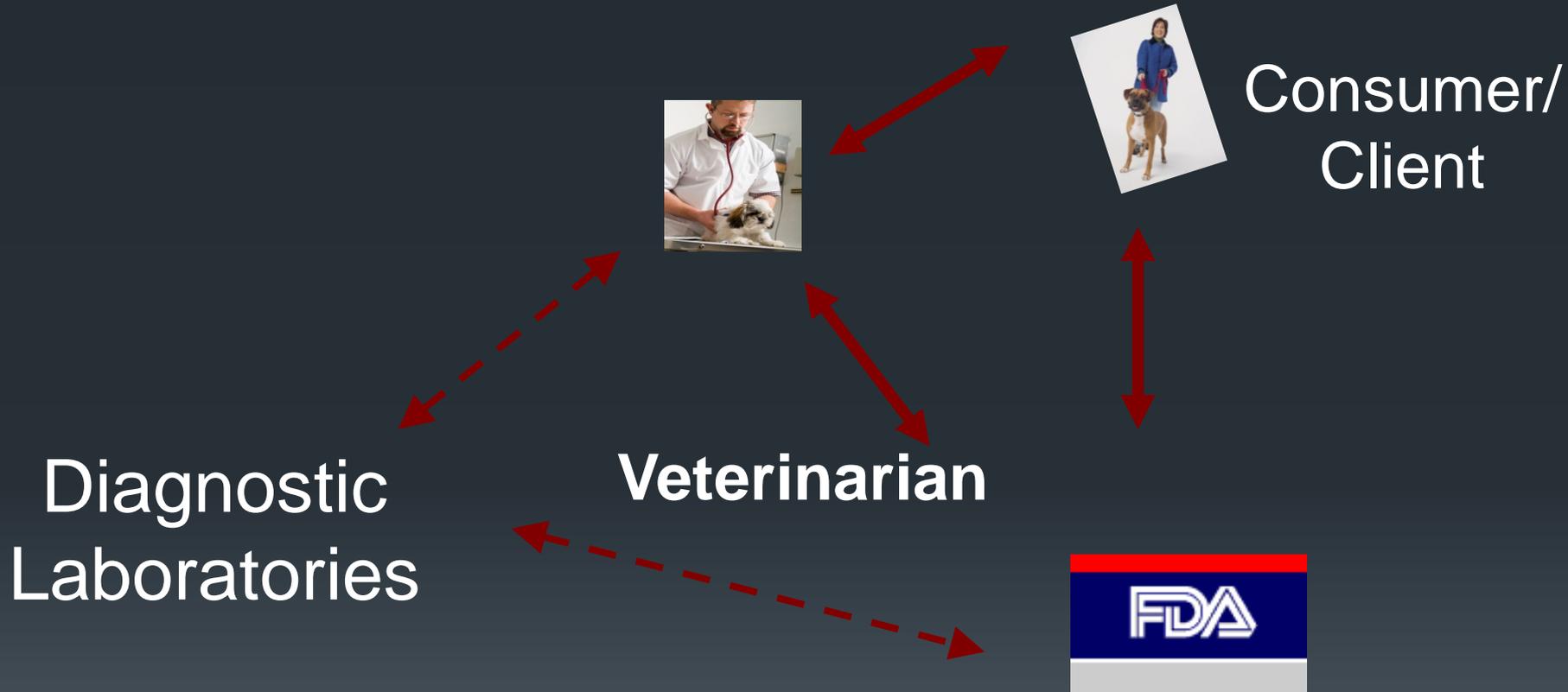
- Adulteration
 - Chemical – Melamine
 - Biological
 - Bacteria
 - Fungal
 - Formulation
 - Too little or too much
 - Unknown
- Food Supply – Select Agents
- Zoonoses – diseases that animals can transfer to people





General Approach to Pet Food Report Investigations

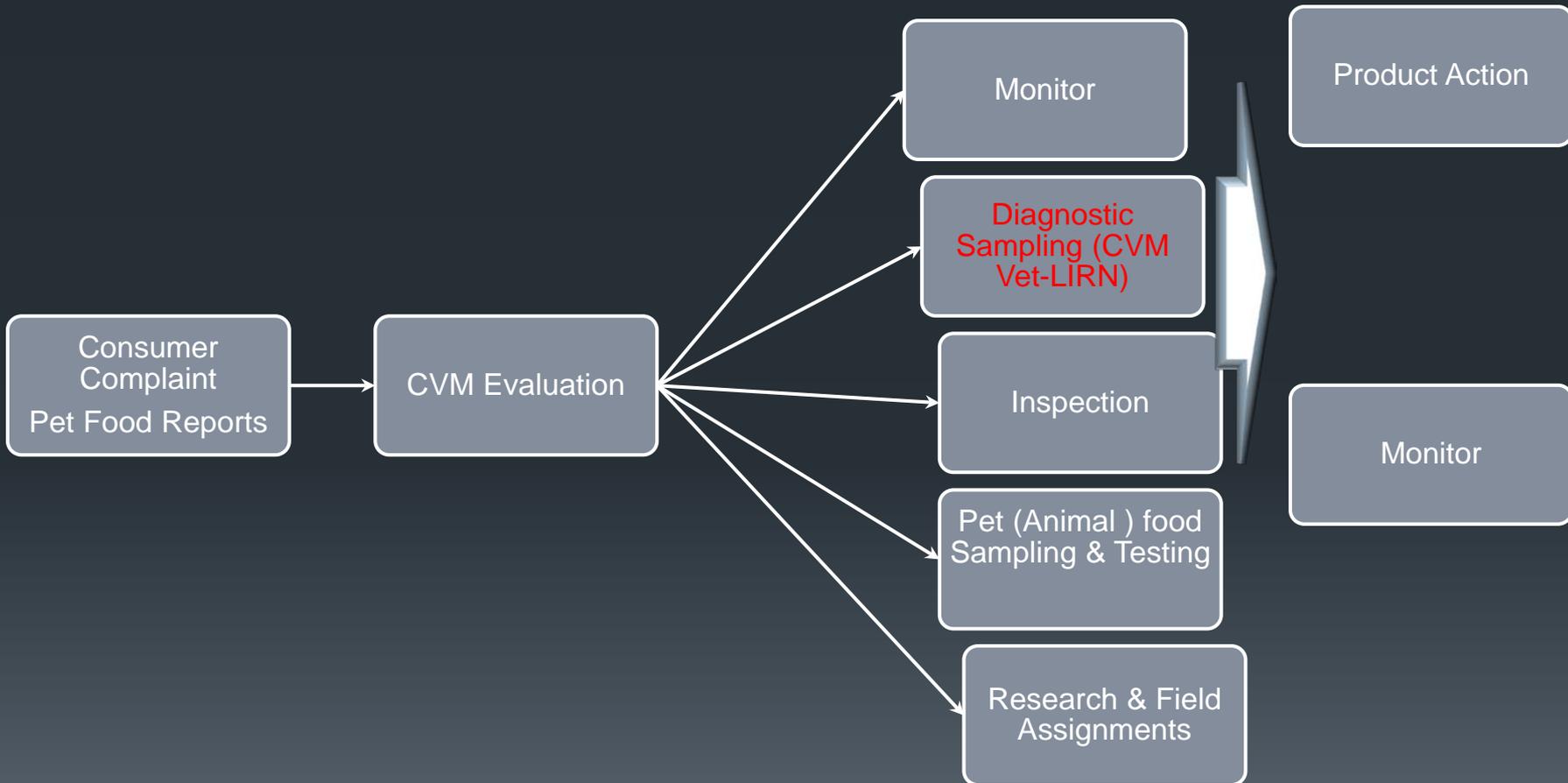
Pet Food-Borne Illness Investigation



Animal Food Evaluations

- Collaborative Approach
- CVM Personnel
 - Veterinarians
 - Nutritionists
 - Toxicologists
 - Epidemiologists
 - Researchers
 - Pathologists
- Center for Food Safety and Applied Nutrition (CFSAN)

Process Flow

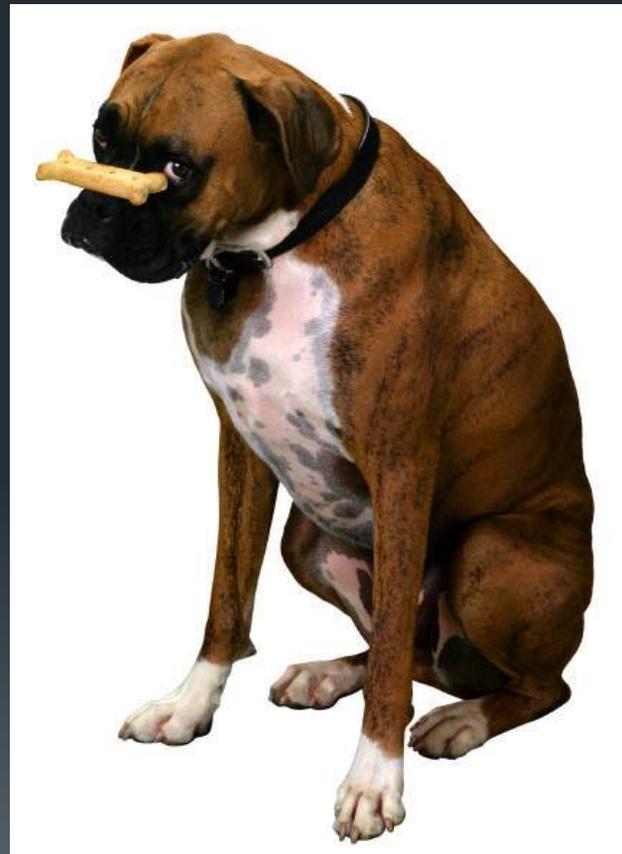


Sampling

- Food
 - FDA
 - Regulatory Laboratories
- Diagnostic Sampling – CVM Vet-LIRN
 - Pathology
 - Toxicology
 - Microbiology
 - Crystallography



Reporting a Possible Pet Food-Related Problem



Consumer Complaints (CC) & Pet Food Reports (PFR)

- Animal Food Complaints
 - Safety Reporting Portal
 - Consumer Complaints
- Animal Drug Complaints
 - Drug Complaints – Adverse Drug Events
 - Veterinarian or Consumer – Form 1932A
 - Drug Company – Form 1932



Toolbox

- FDAAA 1005 Reportable Food Registry (RFR)
- FDAAA 1002 Pet Food Early Warning Surveillance System
 - PETNET – information exchange with federal, state and local partners for Epi, Lab and Investigational information pertaining to animal complaints and outbreaks.
 - Safety Reporting Portal for consumer complaints Pet Food Reports (PFR)
- National Consumer Complaints Coordinators
- CVM Vet-LIRN – Veterinary Laboratory Investigation & Response Network
 - Network of state diagnostic labs and veterinary colleges
 - Diagnostic sampling (fecals, urine, necropsy, toxicology, microbiology)

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Safety Reporting Portal

ABOUT THE PORTAL SAFETY REPORT DIRECTORY FAQS RELATED LINKS CONTACT US

The Safety Reporting Portal

The Safety Reporting Portal (SRP) streamlines the process of reporting product safety issues to the Food & Drug Administration (FDA) and the National Institutes of Health (NIH).

Whatever your role, (manufacturer, health care professional, researcher, public health official, or concerned citizen), when you submit a safety report through this Portal, you make a vital contribution to the safety of America's food supply, medicines, and other products that touch us all.

Begin Reporting Here

1. Login

EMAIL

PASSWORD

Or

Forgot your password?

Remember me

2. Report As Guest

Not ready to create an account but would like to submit a report?

You can do that here.

Account Benefits

- Save a draft
- Easier follow up
- View submissions
- Faster data entry

Who Should Submit a Safety Report?

Organizations and people in certain professional roles, such as the following, may be required by law to submit safety reports under some circumstances.

- Food Manufacturers, Processors, Packers, and Holders
- Researchers
- Drug Manufacturers
- Dietary supplement manufacturers, packers, and distributors

Others, including health care providers, public health officials, and other professionals, as well as consumers and concerned citizens, may voluntarily submit reports if they encounter safety issues with a product and/or unanticipated harmful effects that they believe are related to a product.

[Learn more about mandatory and voluntary reporting](#)

Reports You Can Submit Through this Portal

FDA safety issues involving:

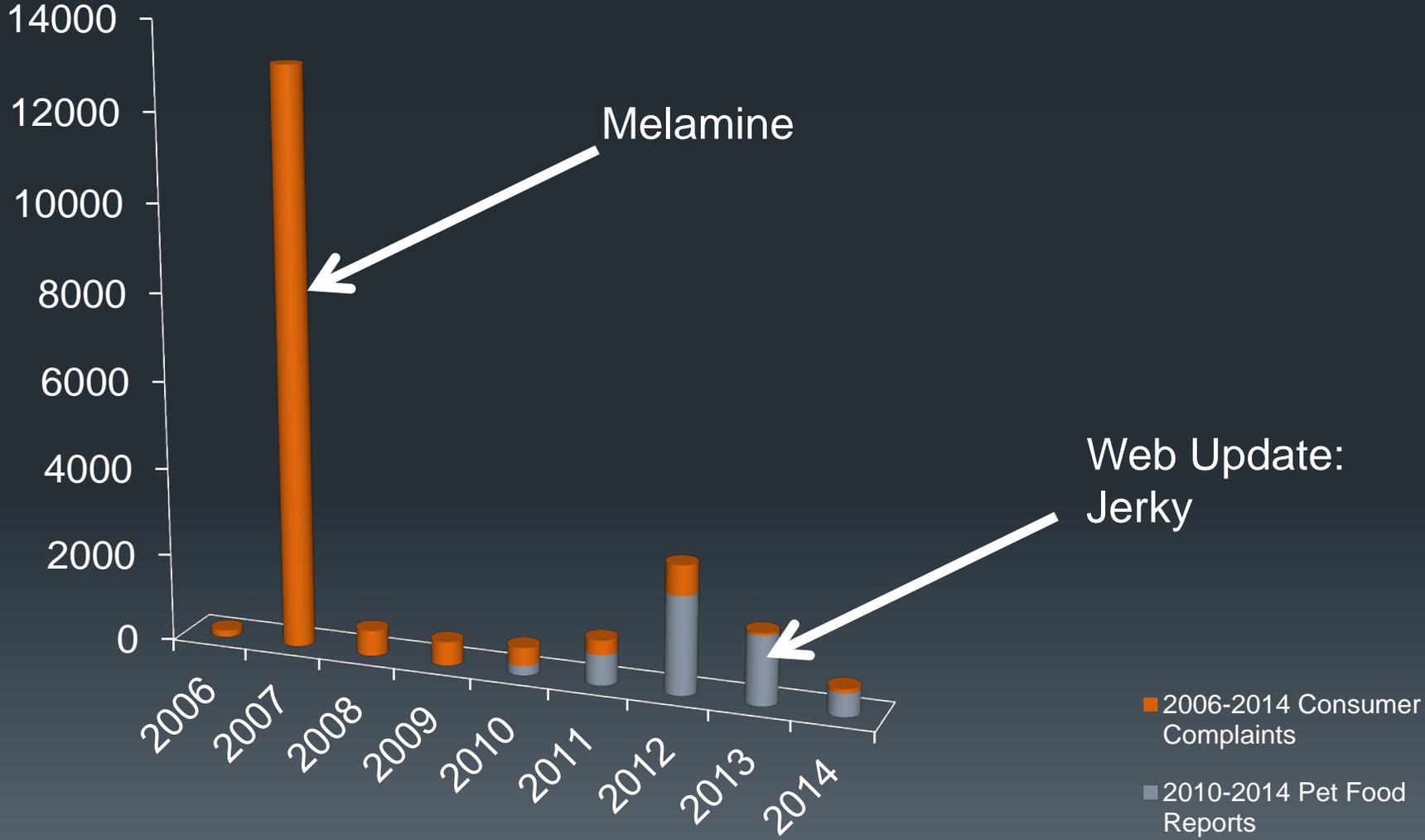
- Human or animal reportable foods
- Animal drugs
- Animal foods
- Tobacco products
- Dietary supplements

NIH safety issues involving:

- NIH gene-transfer research

For other issues, [find out where to submit your report](#).

Consumer Complaints and PFRs: 2006 to 2014



FDA District Office Consumer Complaint Coordinators

- Alabama--866-289-3399
- Alaska--(toll free) 800-353-3965
- Arizona--(949) 608-3530
- Arkansas--(214) 253-5237
- California (Northern)--(510) 337-6741
- California (Southern)--(949) 608-3530
- Colorado--(303) 236-3044
- Connecticut-- (toll-free) 800-891-8295
- Delaware-- (toll-free) 877-689-8073
- District of Columbia--(410) 779-5713
- Florida -- (866) 337-6272
- Georgia--(404) 253-1169
- Hawaii-- 808-522-8011 x100
- Idaho--(toll free) 800-353-3965
- Illinois--(312) 353-7840
- Indiana--(313) 393-8189
- Iowa--(913) 752-2440
- Kansas--(913) 752-2440
- Kentucky--(513) 679-2700, ext. 124
- Toll-free in Kentucky: 800-437-2382
- Puerto Rico, U.S. Virgin Islands--
Toll free 800-332-0127
- Louisiana--866-289-3399
- Maine-- (toll-free) 800-891-8295
- Maryland--(410) 779-5713
- Massachusetts-- (toll-free) 800-891-8295
- Michigan--(313) 393-8189
- Minnesota--(612) 758-7221
- Mississippi--866-289-3399
- Missouri--(913) 752-2440
- Montana--(toll free) 800-353-3965
- Nebraska--(913) 752-2440
- Nevada--(510) 337-6741
- New Hampshire-- (toll-free) 800-891-8295
- New Jersey-- (973) 331-4998
- New Mexico--(303) 236-3044
- New York -- (toll-free) 866-446-9055
- North Carolina--(404) 253-1169
- North Dakota--(612) 758-7221
- Ohio--(513) 679-2700, ext. 124
- Toll free in Ohio: 800-437-2382
- Oklahoma--(214) 253-5237
- Oregon--(toll free) 800-353-3965
- Pennsylvania--877-689-8073
- Rhode Island-- (toll-free) 800-891-8295
- South Carolina--(404) 253-1169
- South Dakota--(612) 758-7221
- Tennessee-- 866-289-3399
- Texas (all areas except Houston)--(214) 253-5237
- Houston area only: (713) 293-1432
- Utah--(303) 236-3044
- Vermont-- (toll-free) 800-891-8295
- Virginia--(410) 779-5713
- Washington-- (toll free) 800-353-3965
- West Virginia--(410) 779-5713
- Wisconsin--(612) 758-7221
- Wyoming--(303) 236-3044



Safety Reporting Portal

[ABOUT THE PORTAL](#) [SAFETY REPORT DIRECTORY](#) [FAQS](#) [RELATED LINKS](#) [CONTACT US](#)

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[Create Account](#)

Reports You Can Submit Through this Portal

FDA safety issues involving:

- Human or animal reportable foods
- Animal drugs

Local intranet

Pet Food Report: Next Steps

- Evaluation may lead to:
 - Monitoring
 - Contacting the consumer or the veterinarian
 - Diagnostic requests through Vet-LIRN
 - Product collection
 - FDA District Offices (Consumer Safety Officers- CSOs)



If Contacted

- Owner gives permission on their report
- Procedures:
 - Identify ourselves
 - Provide patient name/owner name
 - State the reason for the call — pet food report
 - Request:
 - Medical records
 - Patient update



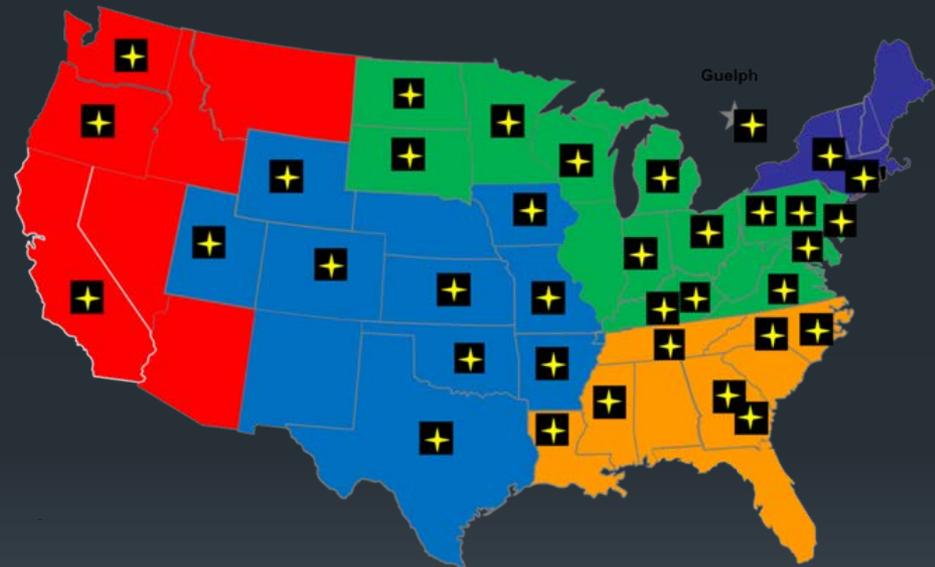
Samples: Food and Diagnostic

- Vet-LIRN – Animal Samples
 - Provides results of diagnostic testing to clinic/owner
 - Investigational samples – no results provided
- FDA – Food Samples
 - Does not provide the results of regulatory testing
 - FOIA Request
 - <http://www.fda.gov/RegulatoryInformation/FOI/HowToMakeaFOIArequest/default.htm>
 - FOIA Office provides contact name and phone number



Vet-LIRN

- Veterinary Diagnostic Laboratories are Mission-Critical Resources for CVM
 - For recognizing potential problems
 - For initial and confirmatory diagnosis
 - For outreach to diagnosticians and consumers



Product Actions

- **Recall Classification:**

- **Class I:** Dangerous or defective products that predictably could cause serious health problems or death.
 - Examples: food found to contain botulinum toxin, food with undeclared allergens, label mix-up on a lifesaving drug, or defective artificial heart valve
- **Class II:** Products that might cause a temporary health problem, or pose only a slight threat of a serious nature.
 - Example: drug that is under-strength but that is not used to treat life-threatening situations
- **Class III:** Products that are unlikely to cause any adverse health reaction, but that violate FDA labeling or manufacturing laws.
 - Examples include: minor container defect, lack of English labeling in a retail food

- **Websites**

- Class 1/Significant Recalls-
 - <http://www.fda.gov/Safety/recalls/default.htm>
- Class II/III Recalls
 - <http://www.fda.gov/Safety/Recalls/EnforcementReports/default.htm>
- General Information on Recalls
 - <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm049070.htm>

Videos: For Consumers & Veterinarians

- <http://www.accessdata.fda.gov/scripts/video/animalveterinary.cfm?yid=IQ293BzxNvg>



THANK YOU!

