

UNITED STATES DEPARTMENT OF AGRICULTURE  
FOOD SAFETY AND INSPECTION SERVICE  
WASHINGTON, DC

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# FSIS NOTICE

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## AVAILABILITY OF GUIDANCE DOCUMENTS ON DONATING PRODUCT AND RESPONDING TO CUSTOMER COMPLAINTS

### I. PURPOSE

This notice announces the availability of the new [FSIS Guideline to Assist with the Donation of Eligible Meat & Poultry Products to Non-Profit Organizations](#) and the updated [FSIS Guideline for Industry Response to Customer Complaints](#).

### II. BACKGROUND

A. The donation guideline assists establishments and non-profit organizations that donate and receive donated meat and poultry products. It addresses issues that have been presented to FSIS related to food donation (e.g., products eligible for donation, labeling donated products, and donating products produced under exemption).

B. The customer complaint guideline helps meat and poultry establishments develop a written program to respond to customer complaints. It covers how to respond to customer complaints of adulterated and misbranded products and the recall notification requirements in [9 CFR 418.2](#).

C. The guidelines are not regulatory documents. Therefore, establishments are not required to use the guidelines to comply with FSIS regulations.

### III. USING THE GUIDELINES AS A REFERENCE

A. IPP are to make establishment management aware of these guidance documents at the next weekly meeting.

B. IPP are to make compliance determinations based on regulatory requirements. When necessary, IPP may refer questions to their supervisors to make compliance decisions consistent with statutory authority and properly documented inspection findings.

### IV. QUESTIONS

Refer questions regarding this notice to the Office of Policy and Program Development through [askFSIS](#) or by telephone at 1-800-233-3935.



Assistant Administrator  
Office of Policy and Program Development

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**DISTRIBUTION:** Electronic

**NOTICE EXPIRES:** 1/1/22

**OPI:** OPPD