

METRIC

A-A-20319A

September 14, 2017

SUPERSEDING

A-A-20319

December 12, 2001

COMMERCIAL ITEM DESCRIPTION

FRUIT CUPS (NOT INCLUDING APPLESAUCE), SHELF STABLE

The U.S. Department of Agriculture (USDA) has authorized the use of this Commercial Item Description (CID).

1. SCOPE. This CID covers shelf stable fruit cups (not including applesauce) (fruit cups), packed in commercially acceptable containers, suitable for use by Federal, State, local governments, and other interest parties. **Please note: This document does not guarantee purchase of this item by USDA.**¹

2. PURCHASER NOTES.

2.1 Purchasers *must specify* the following:

- Type(s), packing medium/media, and container size(s) of fruit cups desired (Sec. 3).
- When fruits used must originate from crops grown, processed, and packed in the United States (Sec. 6.2).
- When analytical requirements are different than specified (Sec. 7.1).
- When compliance with analytical requirements must be verified (Sec. 7.2).
- Manufacturer's/distributor's certification (Sec. 10.3) or USDA certification (Sec. 10.4).

2.2 Purchasers *may specify* the following:

- Food Defense (Sec. 10.1) and Manufacturer's Quality Assurance (Sec. 10.2). Purchaser may specify one of the following combinations: Sec. 10.1.1 with 10.2.1 or 10.1.2 with 10.2.2.
- Packaging requirements other than commercial (Sec. 11).

3. CLASSIFICATION. The fruit cups must conform to the following list which must be specified in the solicitation, contract, or purchase order.

¹ USDA purchase specifications are available at: <https://www.ams.usda.gov/selling-food/product-specs>.

A-A-20319A

Types, packing media, and container sizes.²

- Type I** - Pineapple tidbits or chunks
Type II - Tropical fruit salad (pineapple and papaya)
Type III - Tropical fruit salad (pineapple, papaya, and guava)
Type IV - Tropical fruit salad (pineapple tidbits, red and yellow papaya, guava, and banana puree)
Type V - Diced peaches
Type VI - Mixed fruit (diced peaches, diced pears, and pineapple tidbits)
Type VII - Mixed fruit (diced peaches, diced pears, pineapple tidbits, and banana puree)
Type VIII - Diced pears
Type IX - Mandarin oranges (whole segments)
Type X - Cherry mixed fruit (diced peaches, diced pears, and cherries)
Type XI - Citrus salad (grapefruit and oranges)
Type XII - Mango
Type XIII - Red grapefruit
Type XIV - Diced apples
Type XV - Other (*as specified by the purchaser*)

- Packing medium 1** - In fruit juice
Packing medium 2 - In extra light syrup³
Packing medium 3 - In light syrup
Packing medium 4 - In heavy syrup
Packing medium 5 - Other (*as specified by the purchaser*)

- Container size 1** - 113 gram (g) (4 ounce (oz)) can
Container size 2 - 113 g (4 oz) plastic cup
Container size 3 - 119 g (4.2 oz) plastic cup
Container size 4 - 130 g (4.4 oz) plastic cup
Container size 5 - 198 g (7 oz) plastic cup
Container size 6 - 226 g (8 oz) can
Container size 7 - Other (*as specified by the purchaser*)

4. MANUFACTURER'S/DISTRIBUTOR'S NOTES. Manufacturer's/distributor's products must meet the requirements of the:

- Processing guidelines (Sec. 5).
- Salient characteristics (Sec. 6).
- Analytical requirements: *as specified by the purchaser* (Sec. 7).
- Manufacturer's/distributor's product assurance (Sec. 8).

² Not all options are available from every manufacturer. Check with the manufacturer/distributor for availability.

³ This is not a nutrient content claim.

- Regulatory requirements (Sec. 9).
- Quality assurance provisions: *as specified by the purchaser* (Sec. 10).
- Packaging requirements other than commercial: *as specified by the purchaser* (Sec.11).

5. PROCESSING GUIDELINES.

5.1 Processing. The fruit cups must be processed in accordance with *Current Good Manufacturing Practice* (CGMP) (21 Code of Federal Regulations (CFR) Part 110) or the *Current Good Manufacturing Practice, Hazard Analysis and Risk-Based Preventive Controls for Human Food* (21 CFR Part 117) and the *Standards for the Growing, Harvesting, Packing, and Holding of Produce for Human Consumption* (21 CFR Part 112) in effect on the date of the solicitation, contract, or purchase order and must be commercially sterile, ready-to-use. Manufacturers may blanch the fruits used to preserve color.

5.2 Food defense. The fruit cups must be processed and transported in accordance with the FDA's *Guidance for Industry: Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance*.⁴ This guidance identifies the kinds of preventive measures food manufacturers, processors, or handlers may take to minimize the risk that food under their control will be subject to tampering or other malicious, criminal, or terrorist actions. The implementation of enhanced food defense preventive measures provides for the security of a plant's production processes and includes the storage and transportation of pre-production raw materials, other ingredients, and post-production finished product.

5.3 Shelf life. After packaging, the fruit cups must have a remaining shelf life of at least nine months when delivered to the purchaser.

6. SALIENT CHARACTERISTICS.

6.1 Labeling. All ingredients must be declared by their common or usual name in descending order of predominance by weight (21 CFR § 101.4(a)) unless exempted by 21 CFR § 101.100.

6.2 Ingredients. When specified in the solicitation, contract, or purchase order, the fruit used must originate from crops grown, processed, and packed in the United States. The fruit cups must be made from canned or individually quick frozen (IQF) fruit specified for the type fruit and packing medium specified in the solicitation, contract, or purchase order.

6.3 Raw ingredients. The fruit cups must be prepared by using fairly well matured fruit. Those fruit cups that contain apples, peaches, pears, and pineapples must be prepared from fruits that are U.S. Grade B or better. Apples must be prepared from fruits that are U.S. Grade A. Mixed fruit cups must be equivalent to U.S. Grade B as defined in the U.S Standards for Grades of Canned Fruit Cocktail. Tropical fruit salads, papaya, guava, banana, mango, mandarin oranges,

⁴ <http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation/FoodDefense/ucm083075.htm>.

A-A-20319A

and citrus salad must meet the Codex Alimentarius Standards (CODEX STAN)⁵ as specified in Table I.

Table I. CODEX STAN

Fruit	CODEX STAN
Papaya	CODEX STAN 99
Guava	CODEX STAN 99
Banana	CODEX STAN 99
Mandarin oranges	CODEX STAN 254 and CODEX STAN 99
Citrus salad	CODEX STAN 254
Mango	CODEX STAN 319

6.3.1 Tropical fruit salad. Tropical fruits must be peeled. Pineapple tidbits must be cored, the papaya must be deseeded, and the guava must be diced.

6.3.2 Mandarin oranges. The mandarin oranges must be peeled and the membrane, fiber strands originating from albedo or cores, and seeds (if any) must have been substantially removed from the segments.

6.3.3 Grapefruit. The grapefruit must be peeled and the membrane, fiber strands originating from albedo or cores, and seeds (if any) must have been substantially removed from the segments.

6.4 Additional ingredients. When specified in the solicitation, contract, or purchase order, fruit cups may contain added sugar, corn syrup, or artificial sweeteners. Acidulants and other safe and suitable ingredients may be used to preserve the fruit cups. When used, all ingredients must meet the standards specified in the Food Chemicals Codex (FCC) or, in the absence of FCC specification at a minimum, meet the specifications for quality set by the U.S. Pharmacopeia (USP)-National Formulary quality. Additional ingredients must be used in accordance with the provisions of the U.S. Standards of Identity when one exists. The additional ingredients must be approved for those particular uses by FDA’s regulations on food additives (21 CFR Part 170) or Direct Food Substances Affirmed as Generally Recognized as Safe (GRAS) requirements (21 CFR Part 184).

⁵ Codex Alimentarius Standards are available on line at: <http://www.fao.org/fao-who-codexalimentarius/standards/list-of-standards/en/>.

6.5 Finished product.

6.5.1 Flavor and aroma. The fruit cups must have a flavor and aroma characteristic of the particular fruit(s) specified in the solicitation, contract, or purchase order. The fruit cups must not contain any off flavors or odors, such as, but not limited to rancid or fermented.

6.5.2 Color. Each fruit used in the fruit cups will have the color typical of the fruit(s) specified in the solicitation, contract, or purchase order. Each fruit ingredient must possess a reasonably uniform bright characteristic color.

6.5.3 Texture. Each fruit used in the fruit cups will maintain the texture unique to that fruit. The fruit must have a uniform texture typical of properly ripened fruit.

6.6 Defects. Each fruit used in the fruit cups must meet the requirements for defects and allowances as specified in the U.S. Standards of Grade and/or Codex STAN for the type(s) of fruit(s) specified in the solicitation, contract, or purchase order.

6.7 Foreign material. Fruits used to produce the finished fruit cups that have Defect Action Levels must not exceed those tolerances specified in 21 CFR § 110.110. All ingredients must be clean, sound, wholesome, and free from foreign material, such as, but not limited to, extraneous plant material, dirt, plastic, insects, insect pieces or rodent or insect infestation.

7. ANALYICAL REQUIREMENTS.

7.1 Analytical requirements. Unless otherwise specified in the solicitation, contract or purchase order, the fruit cups will be analyzed for the following °Brix in accordance with 21 CFR § 101.30 for fruit juice and 21 CFR Part 145 or the Codex Guidelines for Packing Media for Canned Fruits⁶ for fruits packed in syrup as specified in Table II. Mixed fruit cups will be analyzed for the following °Brix in accordance with 21 CFR § 101.30 (h)(2).

⁶ See footnote 5 on page 4.

TABLE II. Analytical requirements

Fruit	Packing Media	°Brix
Pineapple	Fruit juice	At least 12.8
	Extra light (lite) syrup	More than 10 but less than 14
	Light syrup	More than 14 but less than 18
	Heavy syrup	More than 18 but less than 22
Papaya	Fruit juice	At least 11.5
	Extra light (lite) syrup	More than 10 but less than 14 ⁷
	Light syrup	More than 14 but less than 18 ⁷
	Heavy syrup	More than 18 but less than 22 ⁷
Guava	Fruit juice	At least 7.7
	Extra light (lite) syrup	More than 10 but less than 14 ⁷
	Light syrup	More than 14 but less than 18 ⁷
	Heavy syrup	More than 18 but less than 22 ⁷
Banana	Fruit juice	At least 22.0
	Extra light (lite) syrup	More than 10 but less than 14 ⁷
	Light syrup	More than 14 but less than 18 ⁷
	Heavy syrup	More than 18 but less than 22 ⁷

⁷ See footnote 5 on page 4.

TABLE II. Analytical Requirements (continued)

Fruit	Packing Media	°Brix
Peaches	Fruit juice	At least 10.5
	Extra light (lite) syrup	More than 10 but less than 14
	Light syrup	More than 14 but less than 18
	Heavy syrup	More than 18 but less than 22
Pears	Fruit juice	At least 12.0
	Extra light (lite) syrup	More than 10 but less than 14
	Light syrup	More than 14 but less than 18
	Heavy syrup	More than 18 but less than 22
Mandarin oranges	Fruit juice	At least 11.8 ⁸
	Extra light (lite) syrup	More than 10 but less than 14 ⁹
	Light syrup	More than 14 but less than 18 ⁹
	Heavy syrup	More than 18 but less than 22 ⁹
Dark Sweet Cherries	Fruit juice	Dark, sweet 20
	Extra light (lite) syrup	Less than 16
	Light syrup	More than 16 but less than 20
	Heavy syrup	More than 20 but less than 25

⁸ Brix values determined by refractometer for citrus juices may be corrected for citric acid.

⁹ See footnote 5 on page 4.

TABLE II. Analytical Requirements (continued)

Fruit	Packing Media	°Brix
Red Tart Cherries	Fruit juice	Red, sour 14
	Extra light (lite) syrup	Not applicable
	Light syrup	More than 18 but less than 22
	Heavy syrup	More than 22 but less than 28
	Heavy syrup	More than 18 but less than 22 ¹⁰
Grapefruit	Fruit juice	At least 10.0 ¹⁰
	Extra light (lite) syrup	Not applicable
	Light syrup	More than 16 but less than 18
	Heavy syrup	More than 18
Mixed fruit	Fruit juice	At least 10.0
	Extra light (lite) syrup	More than 12.0 but less than 14
	Light syrup	More than 14.0 but less than 18
	Heavy syrup	More than 18
Apples	In water	Not applicable

7.2 Analytical verification. Purchaser must specify manufacturer’s/distributor’s certification (Sec. 10.3) or USDA certification (Sec. 10.4).

7.3 USDA verification procedures. When USDA certification (Sec. 10.4) is specified in the solicitation, contract, or purchase order, analytical testing must be performed as follows.

7.3.1 Product verification sampling. When USDA verification of analytical requirements is specified in the solicitation, contract, or purchase order, analytical testing must be performed on subsamples of packages randomly selected from the lot. The number of subsamples must be

¹⁰ See footnote 9 on page 7.

based on USDA inspection service sampling procedures and plans (7 CFR § 52.38). The contents of each will be used to create a composite sample that will be used in the analytical testing.

7.3.2 Analytical testing and reporting. When specified in the solicitation, contract, or purchase order, the analyses must be made and reported in accordance with the following method from the AOAC International Official Methods of Analysis (OMA) as specified below in the Table III. Any result not conforming to the analytical requirements may be cause for rejection of the lot.

TABLE III. Analytical Testing and Reporting

Test	Method	Reported as:
°Brix	932.12	The nearest 0.1 degree

8. MANUFACTURER’S DISTRIBUTOR’S PRODUCT ASSURANCE. The manufacturer/distributor must certify that the fruit cups provided meet the salient characteristics of this CID, conform to their own specifications, standards, and quality assurance practices, and be the same fruit cups offered for sale in the commercial market. The purchaser reserves the right to require proof of conformance.

9. REGULATORY REQUIREMENTS. The delivered fruit cups must comply with all applicable Federal and State mandatory requirements and regulations relating to the preparation, packaging, labeling, storage, distribution, and sale of the fruit cups in the commercial marketplace. Delivered fruit cups must comply with all applicable provisions of the Federal Food, Drug, and Cosmetic (FD&C) Act, the Fair Packaging and Labeling Act, and regulations promulgated thereunder. When a known allergen is included in the fruit cups, the fruit cups must comply with the allergen labeling requirements of the FD&C Act. Major allergens identified in the FD&C Act include: wheat, fish, milk, soy, tree nuts, eggs, peanuts, and shellfish or those in effect on the date of the solicitation, contract, or purchase order.

10. QUALITY ASSURANCE PROVISIONS. *Purchaser must specify 10.3 or 10.4. Purchaser may specify one of the following combinations: 10.1.1 with 10.2.1, or 10.1.2 with 10.2.2.*

10.1 Food defense. When required in the solicitation, contract, or purchase order, a Food Defense Systems Survey (FDSS) must be conducted by USDA, Agricultural Marketing Service (AMS), Specialty Crops Program (SCP), Specialty Crops Inspection (SCI) Division. Food defense requirements include a documented and operational food defense plan that provides for the security of a plant’s production processes and includes the storage and transportation of pre-production raw materials and other ingredients and post-production finished product. The plan

A-A-20319A

must address the following areas: (1) food security plan management; (2) outside and inside security of the production and storage facilities; (3) slaughter, when applicable, and processing, including all raw material sources; (4) shipping and receiving; (5) storage; (6) water and ice supply; (7) mail handling; (8) personnel security; and (9) transportation, shipping, and receiving.

10.1.1 FDSS. When required in the solicitation, contract, or purchase order, a FDSS must be conducted by USDA, AMS, SCP, SCI Division. The FDSS verifies that operators of food establishments have implemented measures to minimize the risk of tampering or other criminal actions against the food under their control. An AMS FDSS verifies the participating company's adherence to the FDA's *Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance*.¹¹

10.1.2 Food defense section of the Plant Systems Audit (PSA). When required in the solicitation, contract, or purchase order, a food defense audit will be conducted as part of the PSA. The audit will be conducted by USDA, AMS, SCP, SCI Division auditors. This verifies that operators of food establishments have implemented measures to minimize the risk of tampering or other criminal actions against the food under their control. The food defense section of the PSA verifies the participating company's adherence to the FDA's *Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance*.¹²

10.2 Manufacturer's quality assurance. When required in the solicitation, contract, or purchase order, the product manufacturer will be required to provide evidence, by certificate that the manufacturing plant has undertaken one of the following quality assurance measures within 12 months prior to providing a bid or no later than 10 business days from the date of the awarding of the contract. Failure to provide this documentation within the proper time frame may result in the contract being terminated for cause.

10.2.1 Plant survey. A plant survey conducted by USDA, AMS, or other survey performed by a third party auditing service is required within 12 months prior to the date of the awarding of the contract. An AMS plant survey audit verifies that, at the time of the survey, the manufacturer produces products in a clean sanitary environment in accordance with *CGMP* (21 CFR Part 110) or the *Current Good Manufacturing Practice, Hazard Analysis and Risk-Based Preventive Controls for Human Food* (21 CFR Part 117) in effect on the date of the solicitation, contract, or purchase order.

10.2.2 PSA. A PSA conducted by USDA, AMS, or other audit performed by a third party auditing service is required within 12 months prior to the date of the awarding of the contract. An AMS PSA verifies the manufacturer's capability to produce products in a clean sanitary environment in accordance with *CGMP* (21 CFR Part 110) or the *Current Good Manufacturing*

¹¹ See footnote 4 on page 3.

Practice, Hazard Analysis and Risk-Based Preventive Controls for Human Food (21 CFR Part 117) in effect on the date of the solicitation, contract, or purchase order.

10.3 Manufacturer's/distributor's certification. When required in the solicitation, contract, or purchase order, the manufacturer/distributor must certify that the fruit cups distributed meet or exceed the requirements of this CID. The manufacturer/distributor must certify via a Certificate of Conformance or other adequate documentation (*as specified by the purchaser*) that the fruit cups meet the analytical requirements specified in Sec. 7 of this CID.

10.4 USDA certification. When required in the solicitation, contract, or purchase order that product quality and acceptability or both be determined, the USDA, AMS, SCP, SCI Division inspectors will be the certifying program. SCI Division inspectors must certify the quality and acceptability of the fruit cups in accordance with SCI Division procedures, which include selecting random samples of the fruit cups, evaluating the samples for conformance with the salient characteristics and analytical requirements of this CID and other contractual requirements, and documenting the findings on official SCI Division score sheets and/or certificates. In addition, when required in the solicitation, contract, or purchase order, SCI Division inspectors will examine the fruit cups for conformance to the U.S. Standards for Condition of Food Containers (7 CFR Part 42) in effect on the date of the solicitation.

11. PACKAGING. Preservation, packaging, packing, labeling, and case marking must be commercial unless otherwise specified in the solicitation, contract, or purchase order.

12. USDA INSPECTION NOTES. When Sec. 10.4 is specified in the solicitation, contract, or purchase order, USDA certification must include evaluation of the quality and condition of samples of fruit cups and compliance with requirements in the following areas:

- Processing guidelines (Sec. 5).
- Salient characteristics (Sec. 6).
- Analytical requirements *when specified in the solicitation, contract, or purchase order* (Sec. 7). When USDA analytical testing is specified, SCI Division inspection personnel must select samples and submit them to the USDA, AMS, Science and Technology Program (S&TP) laboratory for analysis.
- Packaging requirements (Sec. 11 or *as specified in the solicitation, contract, or purchase order*).

13. REFERENCE NOTES.

13.1 USDA services.

13.1.1 USDA certification. For USDA certification contact: **Associate Director, Inspection Operations, SCI Division, SCP, AMS, USDA, Room 1536 South Building, STOP 0240, 1400**

A-A-20319A

Independence Avenue, SW, Washington, DC 20250-0240, telephone (202) 720-2482, fax (202) 720-0393, or via E-mail: Nathaniel.Taylor@ams.usda.gov.

13.1.2 USDA FDSS, plant survey, and PSA. For a USDA FDSS, plant survey, and PSA contact the **Chief, Audit Services Branch, SCI Division, SCP, AMS, USDA, Room 0711 South Building, STOP 0247, 1400 Independence Avenue, SW, Washington, DC 20250-0247,** telephone (202) 720-5021, fax (866) 230-9168, or via E-mail: SCIAudits@ams.usda.gov.

13.1.3 Analytical testing and technical information. For USDA technical information on analytical testing, contact the **Laboratory Approval and Testing Division, S&TP, AMS, USDA, STOP 0272, 1400 Independence Avenue, SW, Washington, DC 20250-0272,** telephone (202) 690-0621 or via E-mail: KerryR.Smith@ams.usda.gov.

13.2 Sources of documents.

13.2.1 Sources of information for nongovernmental documents are as follows:

Copies of the AOAC International OMA may be obtained from: **AOAC International, 2275 Research Boulevard, Suite 300, Rockville, MD 20850-3250, telephone (301) 924-7077.**

Internet address: <http://www.aoac.org> for nonmembers and <http://www.eoma.aoac.org> for members and AOAC OMA subscribers.

Copies of the Food Chemicals Codex and U.S. Pharmacopeia may be purchased from: **United States Pharmacopeia Convention, 12601 Twinbrook Parkway, Rockville, MD 20877, telephone (800) 227-8772 or (301) 881-0666, Fax (301) 816-8148 or on the Internet at: <http://www.usp.org>.**

Copies of the Codex Alimentarius Guidelines and Standards are available on the Internet at: <http://www.fao.org/fao-who-codexalimentarius/standards/list-of-standards/en/?provide=standards&orderField=fullReference&sort=asc&num1=CODEX>.

13.2.2 Sources of information for governmental documents are as follows:

Applicable provisions of the U.S. Standards for Condition of Food Containers are contained in 7 CFR Part 42, the National Organic Program are contained in 7 CFR Part 205, the Fair Packaging and Labeling Act are contained in 16 CFR Parts 500 to 503, and the Federal Food, Drug, and Cosmetic Act are contained in 21 CFR Parts 1 to 199. These documents may be purchased from: **Superintendent of Documents, New Orders, P.O. Box 979050, St. Louis, MO 63197-9000. Credit card (Visa, MasterCard, Discover/ NOVUS, and American Express) purchases may be made by calling the Superintendent of Documents on (866) 512-1800, (202) 512-1800. These documents may also be obtained free of charge on the Internet at: <http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR>.**

Copies of Guidance for Industry - Food Producers, Processors, and Transporters: Food Security Preventive Measures Guidance are available online from: **FDA, Center for Food Safety and Applied Nutrition (CFSAN) on the Internet at:**

<http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation/FoodDefense/ucm083075.htm>.

Copies of this CID and the U. S. Standards for Condition of Food Containers (7 CFR Part 42) are available from: **Director, SCI Division, SCP, AMS, USDA, Room 1536 South Building, STOP 0240, 1400 Independence Avenue, SW, Washington, D.C. 20250-0240, via E-mail:**

CIDS@ams.usda.gov or on the Internet at: <http://www.ams.usda.gov/grades-standards/cids> and <https://www.gpo.gov/fdsys/pkg/CFR-2015-title7-vol2/pdf/CFR-2015-title7-vol2-part42.pdf>.

CIVIL AGENCY COORDINATING ACTIVITIES:

DOJ - BOP
HHS - FDA
USDA - SCP
VA - OSS

PREPARING ACTIVITY:

USDA - SCP

Non-Discrimination Policy: In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.