

Product Complaints

In the food industry, product complaints are not unusual. These include, for example, reports that the product does not taste right or was found damaged when the package or can was opened. Occasionally, there are reports of foreign objects in the product. Immediately notify your Service Unit Fall Product Chair (SUFPC) of any irregularities with the product or other situation to determine a course of action - whether an exchange of product or a refund is appropriate.

- Complete a *Product Incident Report*, found at www.girlscoutsla.org/fallproduct.
- Any and all media contact must be handled by GSGLA. Do not respond to media questions or inquiries but simply refer them back to GSGLA at 213-213-0123.
- Contact the Customer Care hotline at 213-213-0123 for guidance as needed.