

Recall

How to recall a batch of syrup

- When a complaint is received, a Complaint File is created that includes complainant info, problem with product, source of product (bulk or direct sale).
- The complaint is investigated. Looking at records, samples and products of the same lot number. Complaint File is updated with any information found.
- If it is determined that a product is contaminated and/or does not meet quality standards a Recall is issued.

Recall Action Plan

- A Recall File is created and information is updated.
- Production, sales and distribution records are searched to find all instances of the lot number that needs to be recalled.
- The customer/distributor that purchased the batch/lot of syrup is contacted and informed that the batch/lot is being recalled. Refunds are issued and Recalled product is shipped back or retrieved. Once assembled, Recalled products are labeled “not for consumption”, separated from inventory and prepared to be composted or labeled for “animal feed” if possible.
- Any product of the lot number remaining in inventory that needs to be Recalled is labeled “not for consumption”, separated from inventory and prepared to be composted or labeled for “animal feed” if possible.