

Information for the October 22nd Teach-in

What products you can report on and when

<https://www.fda.gov/about-fda/fda-basics/what-does-fda-regulate>

Why you should report on problems

<https://www.fda.gov/safety/report-problem>

How you should submit a report

<https://www.fda.gov/consumers/consumer-updates/fda-101-how-use-consumer-complaint-system-and-medwatch>

<https://www.fda.gov/safety/report-problem/how-report-non-emergency>

<https://www.fda.gov/safety/report-problem/reporting-unlawful-sales-medical-products-internet>

What should I include in my report?

- Report what happened as soon as possible. Give names, addresses and phone numbers of persons affected. Include your name, address and phone number, as well as that of the doctor or hospital if emergency treatment was provided.
- State the problem clearly Describe the product as completely as possible, including any codes or identifying marks on the label or container. Give the name and address of the store where the product was purchased and the date of purchase.
- You also should report the problem to the manufacturer or distributor shown on the label and to the store where you purchased the product.

What kinds of problems doesn't FDA handle and where can I report them?

Reports and complaints about the following should be made to the agencies listed. Phone numbers can be found in your local phone directory:

- Restaurant food and sanitation--Local or state health departments
- Unsolicited products in the mail--U.S. Postal Service
- Accidental poisonings--Poison control centers or hospitals
- Pesticides or air and water pollution--U.S. Environmental Protection Agency
- Hazardous household products (including toys, appliances, and chemicals)--Consumer Product Safety Commission, 1-800-638-2772
- Alcoholic beverages--Department of Treasury's Bureau of Alcohol, Tobacco and Firearms
- Drug abuse and controlled substances--Department of Justice's Drug Enforcement Administration
- Hazardous chemicals in the workplace--Department of Labor's Occupational Safety and Health Administration
- Warranties--Federal Trade Commission
- Dispensing and sales practices of pharmacies--State board of pharmacy
- **Medical practice--State certification board**

What happens when you submit a report

<https://www.fda.gov/safety/questions-and-answers-problem-reporting/what-happens-when-problem-reported>

The role of the FDA Consumer Complaint Coordinator

<https://www.fda.gov/safety/report-problem/consumer-complaint-coordinators>