Free Template

Product Recall Procedure

Recall team, decision log, notification log, stock recovery and root cause review

Editable templates to adapt to your site, your standard and your customers. A traceability exercise tests your records upstream and downstream, with a mass balance. A mock recall also tests decision making, notification and communication under time pressure. Neither term is defined in UK or US regulation; IFS Food Version 8 treats them as two separate tests (4.18 and 5.9).

Template only. IFS Food Version 8: traceability test at least every 12 months, within four hours (4.18.2, 4.18.3); recall test planned within a 12-month period, with execution not exceeding 15 months (5.9.2). For other standards, for example BRCGS, use the current version or your customer code. Confirm current FSA, FSS (Scotland) and FDA guidance before use.

Document Control

Field	Entry
Site	
Prepared by (role)	
Version	
Date	
Review date	
Approved by (role)	

1. Recall Team

IFS Food 5.9.1 minimum content: responsibilities, training, decision making, a permanently available authorised person, an alert contact list and a communication plan. List roles, not personal details, in shared copies.

Role	Responsibility	Deputy (role)	Out of hours contact held in
Recall coordinator			
Technical or Quality			
Production			
Logistics or Dispatch			
Customer and regulator contact			
Communications			
Permanently available authorised person			

Demo template is for illustrative purposes. Not intended for legal advice. Adapt to your site.

Primority INTELLIGENT COMPLIANCE

2. Trigger and Decision Log

A withdrawal removes unsafe food before it reaches consumers. A recall removes it after it may have reached consumers, who are told what to do (FSA). In the US, FDA assigns the recall class (21 CFR 7.3).

Date and time	Trigger (complaint, test result, supplier alert, other)	Decision (recall, withdrawal, hold, no action)	Decided by (role)	Rationale

3. Affected Product

Product	Batch or lot code	Production date	Best before or use by	Quantity produced	Quantity dispatched

4. Notification Log

UK: inform the competent authority (local authority, or port health authority for imports) immediately; contact the FSA directly if the food went outside the UK, or the incident is serious and product reached customers. Scotland: also inform Food Standards Scotland where relevant. Do not set a fixed number of hours. US: for a recall the firm starts itself, FDA asks to be notified immediately (21 CFR 7.46); check whether a Reportable Food Registry report is needed.

Organisation notified	Type (regulator, customer, certification body, insurer, consumers)	Date and time	Method	Notified by (role)

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5. Consumer Recall Notice Checklist

Content listed in GOV.UK guidance. The FSA provides template recall documents.

Item	Included? (Y/N)	Notes
Product details		
Batch and date codes		
Product image		
Reason for the recall		
What consumers should do		
Disposal or return advice		
Where to get more information		

6. Stock Recovery, Effectiveness Checks and Disposal

21 CFR 117.139 (where it applies) requires effectiveness checks and disposal of recalled food in the written plan.

Location or consignee	Quantity dispatched	Quantity recovered	Effectiveness check done (date, method)	Disposal method and date	Balance unaccounted

7. Root Cause and Review

The FSA advises root cause analysis after an incident.

Root cause	Corrective action	Owner (role)	Due date	Procedure updated? (Y/N)

Sign Off

Role	Signature	Date
Recall coordinator		
Site manager		

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