

Complaints or claims regarding Organic Products

Are you unsure if a product is organic?

Follow this guide to notify the corresponding authorities through the following processes:

A) If you have concerns about the organic integrity of a product that is for sale in any commercial establishment.

Send your comment or question to PROFECO's Complaints Module or to **denuncias@profeco.gob.mx** and send a copy to **info.orgánicos@senasica.gob.mx** with the following information:

- Name or company name of the reported commercial establishment
- Complete address, indicating road, highway, avenue, street or similar, exterior number, interior number if applicable, neighborhood, borough or municipality, state and zip code.
- Brief description of the reported product, specifying the following:
 - Name of the product
 - Presentation (type of packaging and declared quantity).

B) If you know of any person who claims their products as organic and applies substances, products, inputs not allowed in the Organic Products Act.

Submit your comment or concern to **info.orgánicos@senasica.gob.mx**, including the following information

- Name or company name of the reported company
- Full address of the reported establishment, including road name, highway, avenue, street, or similar, and exterior number.
- GPS location (if possible)
- Brief explanation of the reported facts and the following information:
 - Type of activity Vegetable, animal, or processing operation.
 - Products, variety, or species
 - Possible substance applied
 - Date of facts observed and approximate time of occurrence.

C) If you know that any certification body approved by Senasica, certifies, or has certified, operations that use prohibited substances or does not comply with any requirement of the Organic Products Act.

Send your comment or concern to info.orgánicos@senasica.gob.mx, including the following information:

- Name or company name of the Certification Body
- Address of the certification authority, indicating road, highway, avenue, street, or similar, exterior number.
- Name of the Organic Operation involved
- Address of the establishment involved, including road, highway, avenue, street or similar, outside number.
- Brief explanation of the reported facts

[Frequently Asked Questions about Organic Products in Mexico](#)