

## Food and Drug Administration, HHS

## § 211.208

distribution records are not required to contain lot or control numbers.

(Approved by the Office of Management and Budget under control number 0910-0139)

[49 FR 9865, Mar. 16, 1984]

### § 211.198 Complaint files.

(a) Written procedures describing the handling of all written and oral complaints regarding a drug product shall be established and followed. Such procedures shall include provisions for review by the quality control unit, of any complaint involving the possible failure of a drug product to meet any of its specifications and, for such drug products, a determination as to the need for an investigation in accordance with § 211.192. Such procedures shall include provisions for review to determine whether the complaint represents a serious and unexpected adverse drug experience which is required to be reported to the Food and Drug Administration in accordance with §§ 310.305 and 514.80 of this chapter.

(b) A written record of each complaint shall be maintained in a file designated for drug product complaints. The file regarding such drug product complaints shall be maintained at the establishment where the drug product involved was manufactured, processed, or packed, or such file may be maintained at another facility if the written records in such files are readily available for inspection at that other facility. Written records involving a drug product shall be maintained until at least 1 year after the expiration date of the drug product, or 1 year after the date that the complaint was received, whichever is longer. In the case of certain OTC drug products lacking expiration dating because they meet the criteria for exemption under § 211.137, such written records shall be maintained for 3 years after distribution of the drug product.

(1) The written record shall include the following information, where known: the name and strength of the drug product, lot number, name of complainant, nature of complaint, and reply to complainant.

(2) Where an investigation under § 211.192 is conducted, the written record shall include the findings of the

investigation and followup. The record or copy of the record of the investigation shall be maintained at the establishment where the investigation occurred in accordance with § 211.180(c).

(3) Where an investigation under § 211.192 is not conducted, the written record shall include the reason that an investigation was found not to be necessary and the name of the responsible person making such a determination.

[43 FR 45077, Sept. 29, 1978, as amended at 51 FR 24479, July 3, 1986; 68 FR 15364, Mar. 31, 2003]

## Subpart K—Returned and Salvaged Drug Products

### § 211.204 Returned drug products.

Returned drug products shall be identified as such and held. If the conditions under which returned drug products have been held, stored, or shipped before or during their return, or if the condition of the drug product, its container, carton, or labeling, as a result of storage or shipping, casts doubt on the safety, identity, strength, quality or purity of the drug product, the returned drug product shall be destroyed unless examination, testing, or other investigations prove the drug product meets appropriate standards of safety, identity, strength, quality, or purity. A drug product may be reprocessed provided the subsequent drug product meets appropriate standards, specifications, and characteristics. Records of returned drug products shall be maintained and shall include the name and label potency of the drug product dosage form, lot number (or control number or batch number), reason for the return, quantity returned, date of disposition, and ultimate disposition of the returned drug product. If the reason for a drug product being returned implicates associated batches, an appropriate investigation shall be conducted in accordance with the requirements of § 211.192. Procedures for the holding, testing, and reprocessing of returned drug products shall be in writing and shall be followed.

### § 211.208 Drug product salvaging.

Drug products that have been subjected to improper storage conditions

including extremes in temperature, humidity, smoke, fumes, pressure, age, or radiation due to natural disasters, fires, accidents, or equipment failures shall not be salvaged and returned to the marketplace. Whenever there is a question whether drug products have been subjected to such conditions, salvaging operations may be conducted only if there is (a) evidence from laboratory tests and assays (including animal feeding studies where applicable) that the drug products meet all applicable standards of identity, strength, quality, and purity and (b) evidence from inspection of the premises that the drug products and their associated packaging were not subjected to improper storage conditions as a result of the disaster or accident. Organoleptic examinations shall be acceptable only as supplemental evidence that the drug products meet appropriate standards of identity, strength, quality, and purity. Records including name, lot number, and disposition shall be maintained for drug products subject to this section.

## PART 216—PHARMACY COMPOUNDING

### Subpart A—General Provisions [Reserved]

#### Subpart B—Compounded Drug Products

Sec.

216.23 [Reserved]

216.24 Drug products withdrawn or removed from the market for reasons of safety or effectiveness.

AUTHORITY: 21 U.S.C. 351, 352, 353a, 355, and 371.

SOURCE: 64 FR 10944, Mar. 8, 1999, unless otherwise noted.

### Subpart A—General Provisions [Reserved]

#### Subpart B—Compounded Drug Products

##### § 216.23 [Reserved]

##### § 216.24 Drug products withdrawn or removed from the market for reasons of safety or effectiveness.

The following drug products were withdrawn or removed from the market because such drug products or com-

ponents of such drug products were found to be unsafe or not effective. The following drug products may not be compounded under the exemptions provided by section 503A(a) of the Federal Food, Drug, and Cosmetic Act:

*Adenosine phosphate*: All drug products containing adenosine phosphate.

*Adrenal cortex*: All drug products containing adrenal cortex.

*Azaribine*: All drug products containing azaribine.

*Benoxaprofen*: All drug products containing benoxaprofen.

*Bithionol*: All drug products containing bithionol.

*Bromfenac sodium*: All drug products containing bromfenac sodium.

*Butamben*: All parenteral drug products containing butamben.

*Camphorated oil*: All drug products containing camphorated oil.

*Carbetapentane citrate*: All oral gel drug products containing carbetapentane citrate.

*Casein, iodinated*: All drug products containing iodinated casein.

*Chlorhexidine gluconate*: All tinctures of chlorhexidine gluconate formulated for use as a patient preoperative skin preparation.

*Chlormadinone acetate*: All drug products containing chlormadinone acetate.

*Chloroform*: All drug products containing chloroform.

*Cobalt*: All drug products containing cobalt salts (except radioactive forms of cobalt and its salts and cobalamin and its derivatives).

*Dexfenfluramine hydrochloride*: All drug products containing dexfenfluramine hydrochloride.

*Diamthazole dihydrochloride*: All drug products containing diamthazole dihydrochloride.

*Dibromsalan*: All drug products containing dibromsalan.

*Diethylstilbestrol*: All oral and parenteral drug products containing 25 milligrams or more of diethylstilbestrol per unit dose.

*Dihydrostreptomycin sulfate*: All drug products containing dihydrostreptomycin sulfate.

*Dipyrrone*: All drug products containing dipyrrone.

*Encainide hydrochloride*: All drug products containing encainide hydrochloride.

*Fenfluramine hydrochloride*: All drug products containing fenfluramine hydrochloride.

*Flosequinan*: All drug products containing flosequinan.

*Gelatin*: All intravenous drug products containing gelatin.

*Glycerol, iodinated*: All drug products containing iodinated glycerol.

*Gonadotropin, chorionic*: All drug products containing chorionic gonadotropins of animal origin.