



Product Complaint Investigation Report Form

Record of complaint:

Date of the complaint reported	09.11.2016
Date of the investigation commencement	10.11.2016
Date of the investigation complete	12.12.2016
The complaint was made by	██████████ (private consumer)

Nature of complaint: Please could you briefly describe the nature of the complaint and specify which quality aspect(s) the complainant was concerned about?

██████ purchased ██████████ grow bags for his tomato plants. After applying the product to the soil he discovered characteristic gross deformities in his tomato plants and lost them all. He contacted REAL with his complaint about 'compost' so we carried out an investigation to discover whether the growing medium contained PAS100 compost.

Actions: What actions were taken to investigate the complaint?

This complaint was initially investigated by REAL. Initially, we were not certain whether the compost was certified under CCS and if so, which operator supplied the compost to the growing media manufacturer. We emailed the ██████████ contact centre to inform them that we had received a complaint from a private customer. We informed them that the customer believed that the material was contaminated with high levels of herbicides. We enquired whether they source compost supplied by PAS100-certified compost producers as an ingredient in their growing media product.

After the customer services team confirmed this to be the case, we informed them of our position and the importance of investigating whether the herbicides present in the grow bags could be traced back to the PAS100-certified supplier(s). We enquired whether they could raise this with their supplier(s) and made them aware of the field bean bioassay test used to detect low levels of herbicide in compost destined for use in growing media.

The team informed us that they were aware of the issue and had carried out bioassay tests on samples of compost that they recovered from consumers. They claimed that the results from the analysis tests allowed them to trace the herbicides back to one PAS100 compost supplier, but we were not able to obtain the producer's name. In this case it was not possible to fully investigate and resolve this complaint.

They confirmed that this contamination poses no risk to health and any crops remain edible.

Their customer was able to contact them for a full refund.

Outcomes: What were the outcomes of this investigation (Please state whether the certificate was suspended, temporarily suspended, or withdrawn)

Due to lack of information about the compost producer it was impossible to fully investigate this complaint.

Lessons learned:

Please note if there is anything that the industry could learn from to avoid similar incidents in the future.

Certified Compost Producers could request the field bean bioassay analysis test if supplying to growing media manufacturers.