



## Product Complaint Investigation Report Form

### Record of complaint:

Date of the complaint reported	2/5/2017
Date of the investigation commencement	2/5/2017
Date of the investigation complete	27/5/2017
The complaint was made by	██████████

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

Members of the public had complained to EA about the amount of plastic in compost spread from either ██████ or ██████. The Parish Council had become involved and ██████ had sent litter pickers to the site.

**Actions:** What actions were taken to investigate the complaint?

A spot inspection took place 16/5/2017 at both sites.

██████████ only takes green waste and the inspector reported very low levels of contamination throughout the process. The finished compost was very good visually and she scored it a 4. Photographs support this. A sample was witnessed being taken by site staff and was sent to NRM laboratories to be tested for contamination.

██████████ takes green waste and co-mingled green and food waste. There was significant plastic visible in the windrows. The windrows are litter picked at each turn which reduces the contamination significantly. There is a windsifter and magnet on the screener which takes the remaining contamination down to good levels. The finished compost was very good visually and she scored it a 4. Photographs support this. A sample was witnessed being taken by site staff and was sent to ██████████ to be tested for contamination.

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were the outcomes of this investigation (Please state whether the certificate was suspended, temporarily suspended, or withdrawn)

The site had reacted to the complaint and increased litter picking at ██████ and retrained staff prior to the spot inspection. The test results from the witnessed samples were well under the limits for contamination. The certificate was not suspended or withdrawn.

### Lessons learned:

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

*What type of measures do you think could be put into place to prevent this from happening in the future? Is there anything specific to this case that REAL should communicate to the industry?*