



Product Complaint Investigation Report Form

Record of complaint:

Date of the complaint reported	7/8/2018
Date of the investigation commencement	7/8/2018
Date of the investigation complete	13/9/2018
The complaint was made by	██████████

<p>Nature of complaint: Please could you briefly describe the nature of the complaint and specify which quality aspect(s) the complainant was concerned about?</p> <p>A complaint was received from ██████████ takes green waste to ██████████. He said that ██████████ manager left 2 months ago and since then the site has become very untidy with rubbish everywhere including in the compost. He is of the opinion that there is no qualified staff now on site. He contacted HSE after a near miss with one of the operators but no action was taken.</p>
<p>Actions: What actions were taken to investigate the complaint?</p> <p>7/8/18 - discussed internally, spot inspection to be arranged asap.</p> <p>17/8/18 spot inspection allocated to ██████████</p> <p>20/8/18 ██████████ and ██████████ informed (e-mail)</p> <p>24/8/18 Spot inspection completed by ██████████ and report returned to ██████████. The inspector gave the compost site two days notice of audit to ensure the correct person was in site for the inspection. Noted that the site was clean and tidy and appeared well managed.</p> <p>7/9/18 Spot inspection report assessed, some NCs found, but none in relation to complaint.</p> <p>7/9/18 NRW and REAL informed.</p> <p>13/9/18 Complaint signed-off internally, various organisations notified of sign-off.</p>
<p>Outcomes: What were the outcomes of this investigation (Please state whether the certificate was suspended, temporarily suspended, or withdrawn)</p> <p>No action necessary.</p>

Lessons learned:

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

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