



## Product Complaint Investigation Report Form

### Record of complaint:

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| Date of the complaint reported         | 5/9/2018   |
| Date of the investigation commencement | 5/9/2018   |
| Date of the investigation complete     | 7/12/2018  |
| The complaint was made by              | ██████████ |

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| <p><b>Nature of complaint:</b> 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 ██████████, a farmer, via ██████████ regarding a fire and odour from this site. The farmer explained that a fire began on site and/or a significant odour problem has been ongoing for five days now. He informed me that the odour is very strong and he has livestock grazing nearby.</p>   |
| <p><b>Actions:</b> What actions were taken to investigate the complaint?</p>   |
| <p>5/9/18 - Discussed internally, decided to undertake a spot asap. Emailed the CCS complaint email and copied in ██████████ and ██████████.</p> <p>14/11/18 - The spot inspection, allocated to ██████████, completed and returned to the ██████████ offices.</p> <p>30/11/18 Spot inspection report has been assessed and a CN issued. The fire was actually in a manure heap on farmland upwind from the composting site. Farmer had doused heap with water, but it was still smoldering at the time of the spot inspection. The composter had made the parish council aware of the problem, and had complained to the farmer about the smoke affecting their staff. The compost seen by the inspector was of good quality and not on fire.</p> <p>30/11/18 ██████████ and ██████████ informed of spot result, and alerted to muck fire.</p> <p>7/12/18 ██████████ ██████████ Committee reviewed the complaint and information supplied by the inspector. The committee noted they were happy to ratify the complaint to be signed-off.</p> |
| <p><b>Outcomes:</b> 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were the outcomes of this investigation(Please state whether the certificate was suspended, temporarily suspended, or withdrawn)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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