

# Product Complaint Investigation Report Form

*This version of the form does not introduce any technical changes from the previous version, only presentational changes.*

Record of complaint:

Date of the complaint reported	
Date of the investigation commencement	
Date of the investigation complete	
The complaint was made by	<i>Please provide organisation name if applicable</i>

<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><i>Your notes</i></p>
<p><b>Actions:</b> What actions were taken to investigate the complaint?</p> <p><i>Please specify if compost samples were taken and what results were received.</i></p> <p><i>Which areas of non-compliance were identified during the investigation? [Relating to PAS 100, the Compost Quality Protocol, waste management licenses, environmental pollution etc]</i></p> <p><i>Did the investigation require the involvement of the regulator?</i></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were the outcomes of this investigation(Please state whether the certificate was suspended, temporarily suspended, or withdrawn)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><i>What actions do you believe the operators could take to improve the reliability of their processes and maintain the quality of the end product, based on this case?</i></p>

Lessons Learnt:

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?*