



Product Complaint Investigation Report Form

Record of complaint:

Date of the complaint reported	2/9/2019
Date of the investigation commencement	2/9/2019
Date of the investigation complete	8/10/2019
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?

Email received from regulatory officer regarding the supply of compost to ██████████, ██████████, ██████████, ██████████ from this composting operation that is contaminated with levels of plastic and glass. A previous issue with this site, related to contamination with glass and plastic, is still being investigated by the regulatory officer. ██████████ were, however, never informed of this previous investigation.

Actions: What actions were taken to investigate the complaint?

2/9/19 ██████████: Informed REAL of the nature of the complaint. Contacted the complainant and request further information regarding the spreading of the compost. It appears the compost in question will not be spread until spring 2020. Informed the complainant that an inspection has already been booked for 24/9/2019, the complaint would be investigated at this inspection including the taking of an independent sample from the field site.

3/9/19 ██████████: Compliance Notice (CN) 1-9 issued notifying the operator of the complaint received from ██████████, informing them that the complaint will be investigated at the upcoming inspection. A sample will be taken by the inspector that will require dispatch to the PAS100 laboratory. Also requesting a copy of supply documentation for compost dispatched to ██████████.

9/9/19 ██████████: Signed copy of CN 1-9 received together with the requested information, information forwarded to inspector.

24/9/19 ██████████: Inspection carried out by ██████████, sample of compost delivered to ██████████ was taken by the inspector. The inspector reviewed the processing records, materials in process and finished product currently kept at the composting site.

8/10/19 ██████████: CN 2-10 issued following the inspection and review of sample results. No irregularities were found in the processing records, and the inspector commented that both the compost at ██████████ and the screened compost at ██████████ appeared to be well within the PAS100 limits for physical contaminants. The results for the sample taken at the

time of the inspection identified a clear pass with regards physical contaminants. The complaint has been signed-off subject to ratification from the [REDACTED].

8/10/19 [REDACTED]: [REDACTED] and REAL informed of the outcome of the complaint and that this has been signed-off.

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

Complaint signed off on the basis of the above.

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?