

Product Complaint Investigation Report Form

Record of complaint:

Date of the complaint reported	31/7/19
Date of the investigation commencement	1/8/19
Date of the investigation complete	28/10/19
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?

The complaint was raised after a batch of compost had been sold to the complainant from the ██████████. Originally it was reported that the complaint had come from another of the producer's sites but once the sales tickets had been received it was clear as to which site the PAS100 product had been purchased from. The complainant was unstified with the product they had received as they felt that this had a suspected residual (amino) pyralid weed-killer present. They felt that this had led to damage on over 20 varieties of vegetable. Concerns were also raised over the ability of the supplier to provide batch reports and confirm that the product inputs would be weed killer free.

Actions: What actions were taken to investigate the complaint?

The regulator was duly informed of the issues which had been raised by the complainant and from that point ██████ followed the complaint up by contacting the site in question and first asking for the information regarding the batches in question. Once this information had been received ██████ felt a spot check of the site would be required to evaluate the situation further. This was organised with the site, but they were not given the exact day of the visit until 48 hours beforehand in order to make sure that the relevant staff were available. During the spot check the assessor carried out an audit focusing on several main areas, input material, delivery/dispatch notes, staff training, visual inspection of the compost on site and a review of the test results from those mentioned batches.

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were the outcomes of this investigation (Please state whether the certificate was suspended, temporarily suspended, or withdrawn)

After the investigation had been completed it was possible to pull together all the aspects of this complaint and the conclusions were made. From the information available to us we could not see any reason as to why the compost provided would have caused issues with the growth of the vegetables affected. The site had retained the dispatch documents which showed the product the customer had purchased. The assessor was happy with the quality of the compost available to view on the day. From this ██████ did not suspend or withdraw the certificate. ██████ did feel that as this was an additional grade, therefore, had not been subjected to the plant growth tests which the principle grade would have been subjected to it was hard to conclude if this batch would have these effects on plant growth.

Lessons learned:

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

I feel that should this additional grade have been tested for plant response/growth then this complaint would have been dealt with in a different way as the data would have been available to either show a pass or a fail. I also feel the industry need to make a concerted effort to make sure that any customer is aware of the standard to which the compost has been produced and if there are any additional requirements the producer should be questioning the customer on this.