



Product Complaint Investigation Report Form

Record of complaint:

Date of the complaint reported	12/5/2016
Date of the investigation commencement	12/5/2016
Date of the investigation complete	10/11/2016
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?

Compost purchased by complainant was heavily contaminated with plastic.

Actions: What actions were taken to investigate the complaint?

██████████ and CCS Complaint procedure followed and Complaint File created, requested a spot inspection be arranged. Emailed REAL and EA and asked who to contact in ██████████.

██████████ called and discussed situation. ██████████ to follow up once we have assessed spot inspection report.

The spot inspection took place, 5/7/16 at short notice and found that finished compost and composting windrows were significantly contaminated. A sample of finished compost was sent to the lab to test for physical contamination. The site had received a failure on contamination and the retest also failed but no corrective actions or investigation has taken place. The site's main supplier has changed and is supplying contaminated inputs, the site say they have discussed the issues but there were no records of this at the inspection.

The certificate was suspended and REAL and ██████████ informed. Compliance Notice (CN) received with information requested.

The investigation report highlighted some further non compliances and misunderstanding of the standards. Batch ██████████ was sampled at 7 weeks, this was the initial failure on physical contamination. The SOP supplied has a process time of 2 weeks sanitisation, 6 weeks stabilisation and 4 weeks maturation. The sample was taken too early. An archive sample was sent for testing without any corrective actions

having been taken on the batch.

The sample taken at the inspection failed severely on physical contamination. One further sample has been taken at 13 weeks and passed on all parameters.

A further CN has been issued explaining the standards and asking for two further test results before a second spot inspection will be arranged. This was sent by email and special delivery.

The [REDACTED] officer has been informed and an update from him requested. 30/9/16 - test result received with contamination pass but E coli fail. Second spot inspection arranged.

Second spot inspection took place 8/11/16. Levels of contamination now low and acceptable in finished product. E coli failure investigated, corrective action undertaken and further batches passed. Photos of windrows and finished product look acceptable. Wind sifter on site to remove plastic contamination.

10/11/16 - Informed REAL, the EA complaint email address and [REDACTED] that we had concluded our investigations and the certificate has been reinstated. I then left a message for [REDACTED] saying the same.

21/11/16 [REDACTED] Complaint signed off by [REDACTED].

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

Certificate suspended from 11/7/16 to 10/11/16.

Lessons learned:

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