



## Product Complaint Investigation Report Form

### Record of complaint:

Date of the complaint reported	24/10/16
Date of the investigation commencement	24/10/16
Date of the investigation complete	28/10/16
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?

*Some waste material which does not conform to PAS100:2011 / Compost Quality Protocol (2012) has been dumped. Allegation have been made that ██████████ are responsible for this illegal dumping.*

**Actions:** What actions were taken to investigate the complaint?

██████████ has only just been certified for 2016 – The inspection report was dated 9<sup>th</sup> September 2016, and was conducted by ██████████ – He commented “Site part of the ██████████ operating in ██████████, using in vessel composting process double barrier over two weeks, moved to maturation building where the 6 tunnels sanitised material are combined and given a batch ID. It is in this building for 6 weeks at which time it is screened and sent off site as they have limited store for finished product. Site inputs all from 7 local ██████████ councils mix of kerbside collection plus walking floor CA site waste. The kerbside collections contain the food waste CA all green. A very efficient site extremely well run and the cleanest site I have ever visited I think. Only 10mm grade available for inspection at audit which looked exceptional to say the least, some of the best I have seen too.”

**SUBSEQUENTLY:**

██████████ stated 28/10/16

I understand that the issue that we are proposing to 'short audit' occurred in 2013 and since then the site will have been audited at least twice , if not three times.

I would have to question the need or value of conducting a short notice audit now - as if this is a requirement within standard our audit report and any corrective evidence if raised as non-compliance (together with any auditor notes) since 2013 should provide sufficient confidence that there is no longer an issue.

Consider - a car is MOT'd in 2013 , there is an issue with tyres – it goes through MOT in 2014, 2015 with no comment re tyres ( or rectification of issues) - in 2016 I'm questioned about tyres in 2013 - is it relevant ?

Is this client a persistent offender of this control point? If so then an interim audit should be standard practise for on-going certification. Can you confirm that the issue raised by the EA is within the requirements of the standard? If not then certification is not at risk. “

There is no indication that the site is a persistent offender in the dumping of non-PAS 100 product.

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

It is suggested that we deliver a short notice / unannounced audit the next time that Compost qualified auditor is in [REDACTED], to establish what the situation is. [REDACTED] is in [REDACTED] and available to visit on 24<sup>th</sup> November.

SUBSEQUENTLY – The proposed un-announced audit will not be conducted, taking into account the age of the original allegations and the subsequent compliant certification audits.

#### 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?*