



Product Complaint Investigation Report Form

Record of complaint:

Date of the complaint reported	22-10-18
Date of the investigation commencement	22-10-18
Date of the investigation complete	5-12-18
The complaint was made by	[REDACTED]

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 has been made by [REDACTED] who purchased what they assumed was a PAS100 conforming product from [REDACTED]. The grade in question was the 0-10mm and they had concerns over the quality of the material they had received. They felt there was a possible presence of Clopyralid and they have attached pictures showing what they believe to be the affected lettuce. They have dug up several plants to rule out problems such as cutworm but felt that the plants had poor growth, discolored patches and misshapen leaves.

Actions: What actions were taken to investigate the complaint?

The complainant [REDACTED] supplied the delivery note that was supplied with the compost. There were no claims of any assured status or grades etc. [REDACTED] were contacted asking what the compost was sold as. All the information supplied back from [REDACTED] showed that the product was supplied as a waste, eg if collecting from site the driver must be a registered waste carrier. It is claimed that all compost on site was used with the own business for blending with topsoil. The member had no idea how the complainant had received the compost without his knowledge.

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were the outcomes of this investigation (Please state whether the certificate was suspended, temporarily suspended, or withdrawn)

[REDACTED] has taken all reference to compost off the [REDACTED] website. I have checked the website and there is no mention of compost on there now. I have invited [REDACTED] (the initial complainant) to supply any communications that suggest the product was PAS100 approved. [REDACTED] has informed the environment agency of the complaint. Attached are emails from [REDACTED] instructing all references to compost to be removed from the website and the email to [REDACTED] asking for any more proof of a PAS100 product that was to be supplied.

The certificate was not suspended as the product in the complaint was not a PAS100 product, it was a waste material.

Lessons learned:

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

The assessors were briefed on the complaint and asked to dig deep on site ask members small sales of compost or waste products.