



## Product Complaint Investigation Report Form

Record of complaint: PR014-TCB

Date of the complaint reported	13/12/18
Date of the investigation commencement	13/12/18
Date of the investigation complete	9/7/19
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?

A farmer apparently rejected a delivery of compost from ██████████ and/or won't be ordering from them again in future, due to high plastic contamination, and complained to ██████████ of the EA local land and water team.

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

Local EA team contacted, EA site officer and compost recipient liaised with. Compost could not be sampled as had been spread by recipient despite quality concern. Complaint to be investigated at Annual inspection, but no time due to number of other non-compliances. Complaint investigated at spot inspection ██████████ after non-compliances closed out, witnessed sample of affected grade taken.

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were the outcomes of this investigation (Please state whether the certificate was suspended, temporarily suspended, or withdrawn)

Certificate suspended ██████████. Certificate reinstated ██████████ provisional on sample pass. Sample returned pass on plastics and metals ██████████.

### Lessons learned:

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

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