

## DP.c - COMPLAINTS RECORD

Complaints relevant to food safety, traceability, animal welfare (livestock sectors) and environmental protection must be recorded, investigated and actions taken to prevent a reoccurrence. Use the template below to record both verbal and written complaints. Even if no complaints have been received, a means of recording must be available.

If the complaint was in writing, it is useful to keep the original (or a copy) with this record.

Date	Complaint made by	Complaint details	Investigation result (i.e. what was the cause within the business)	Action taken to prevent reoccurrence (e.g. staff retraining)

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