



Complaints Record

Complaints (verbal and written) relevant to food safety, traceability, animal welfare and environmental protection, including antibiotic failures, abattoir rejection feedback etc must be recorded, investigated and actions taken to prevent a reoccurrence.

If the complaint is in writing, it may be beneficial to keep the original (or a copy) with this record, similarly for antibiotic failures keep a copy of the vet report with this record.

| Date | Complaint details, including who made the complaint (ie neighbour, milk buyer) | Investigation result (ie what was determined to be cause) | Action taken to prevent reoccurrence (ie training, change of routine) |
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