

COMPLAINTS RECORD (Dairy) (Revised)

Complaints relevant to food safety, traceability, animal welfare and environmental protection, including antibiotic failures, 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. Where there have been 2 or more antibiotic failures within a rolling twelve-month period you must involve your vet in the investigation of the failure.

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

Date	Complaint details, including who made the complaint	Investigation result (i.e. what was the cause within the business)	Action taken to prevent reoccurrence, including vet recommendations (e.g. staff retraining)	Vet review of 2+ antibiotic failures (signature)

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