## Appendix DP.4

## Complaints record pro-forma

A complaints record is required to demonstrate that all complaints relevant to the topics covered by the assurance standard are taken seriously and to provide a record of any action taken as a result.

If a letter of complaint is received then a copy of the letter is a sufficient record. Where no written complaints have been received by the farm the table below is sufficient to demonstrate that a means of recording any complaints received in future is available.

| Date | Received From | Nature of Complaint | Action Taken |
|---|---|---|---|
| *10 October 08* | *A. Neighbour* | *Excess mud left on road* | *Road cleaned and spoken with A. Neighbour* |
| *8 May 2009* | *The Abattoir* | *Cattle arrived at MHS cleanliness score 4* | *Extra care taken to ensure cattle are not dirty prior to loading. Haulier also made aware of complaint.* |
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