**Complaints Record**

Complaints (verbal and written) relevant to food safety, traceability, animal welfare and environmental protection including FSA trigger reports, 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

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| **Date** | **Complaint details, including who made the complaint**  (i.e. neighbour, APHA) | **Investigation result**  (i.e. what was determined to be cause) | **Action taken to prevent reoccurrence** (i.e. training, change of routine) |
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