



Quality Welsh Food Certification Ltd
 Gorseland, North Road, Aberystwyth, Ceredigion, SY23 2HE
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RS09 Complaints Record

Reason for use:

- To record a complaint received and the action taken to resolve the complaint.

Conditions:

- All complaints must be investigated and resolved appropriately;
- The complainant must be notified of any action taken;
- The complaints record must be made available to the QWFC inspector at the time of inspection.

Name		Organic Certification Number	
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Complaint received

Date complaint received	
Name of complainant	
Contact details for complainant	
Method of complaint	
Description of complaint	
Name of person who received the complaint	

Action taken

Action taken to resolve the complaint	
Action taken to prevent the recurrence of the complaint	
Description of the response made to the complainant	
Date complainant informed and complaint investigation closed	