



# STANDARD & RULES

The Product Standard and Rules of the Northern Ireland Beef and Lamb Farm Quality Assurance Scheme

(APRIL 2018)

## A.8b COMPLAINTS RECORD FORM

A record of all written complaints received by a Participant, which are relevant to the beef and sheep enterprise, must be recorded along with the actions taken to resolve the problem. The table below is suitable for recording any such complaints a farmer may receive.

| Date           | Received From | Nature of Complaint              | Action Taken                       |
|----------------|---------------|----------------------------------|------------------------------------|
| e.g. 12/1/2015 | Farmer A      | Excess mud and clay left on road | Road cleaned and spoke to farmer A |
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