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