**Complaints Record**

Complaints (verbal and written) relevant to food safety, traceability, animal welfare and environmental protection including antibiotic failures, 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, similarly for antibiotic failures keep a copy of the vet report with this record.

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| **Date** | **Complaint details, including who made the complaint**  (i.e. neighbour, milk buyer) | **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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