Biofertiliser Certification Scheme Complaint Form

Form for submission of product complaints

*This version of the form does not introduce any technical changes from the previous version, only presentational changes.*

Complainant:

Record name, or ‘withheld’ if requested but not given by complainant, or ‘not supplied’ if was not requested by person receiving the complaint.

|  |  |
| --- | --- |
| Name of person who makes the complaint |  |
| Organisation name and team/department name, if applicable |  |
| Address |  |
| Telephone |  |
| Fax |  |
| E-mail |  |
| Please tick the box if complainant details are to be maintained confidential during the course of the investigation and afterwards | ❒ |

Complaint about:

|  |  |
| --- | --- |
| Organisation name |  |
| AD plant location |  |
| Digestate output(s) |  |
| BCS number |  |

Details of person who recorded the complaint on this record:

|  |  |
| --- | --- |
| Name |  |
| Organisation name |  |
| Telephone |  |
| Fax |  |
| E-mail |  |
| Telephone |  |

Nature and record of complaint:

|  |  |
| --- | --- |
| 1. Does the complainant have a concern over the quality or fitness for purpose of the digestate supplied / produced? | ❒ Yes  ❒ No |
| 1. If yes, which specific quality aspect/s is the complainant concerned about? | |
| *Your notes* | |
| 1. If not, are there any other aspects of compliance with the requirements of [PAS 110](http://www.wrap.org.uk/content/bsi-pas-110-producing-quality-anaerobic-digestate), the [Anaerobic Digestate Quality Protocol](https://www.gov.uk/government/publications/quality-protocol-anaerobic-digestate) or [REAL BCS Scheme Rules](http://www.biofertiliser.org.uk/certification/england-wales/scheme-rules) that the complainant is concerned about? If yes, please specify   *Example: the digestate received has been supplied with misleading or incomplete information/claims.* | |
| *Your notes* | |
| 1. Is there evidence available to support the above allegations?   *If yes, describe the evidence and, if possible, supply it with this complaint form*. *Photographs are an example of evidence that can be used to support your allegations.* | |
| *Your notes* | |