

Record Sheet 11

Complaints

The complaints procedure falls within the Quality Management System of the AD Plant. This form may be used for recording the details of and the response to complaints or concerns about the quality or usability of the digested materials from the plant. This would also include complaints about odour from the digestate.

Complainant

Name of person	
Organisation name	
Address	
Telephone	
Fax	
E-mail	
Date	

Nature and record of complaint

--

Complaint handled by

Name of person	
Role	
Received by	Letter / email / telephone / fax / meeting
Date received	

Actions and issues being investigated
(Record details of any another organisation / external person involved, if applicable.)

--

Outcome

--

Communicated to

Date complainant notified	
Date any other relevant parties notified	
Names of any other relevant parties (for each, state person and organisation)	
Communicated by	

Complaint signed off by	
Signature	
Date	