Appendix 1 - Complaints/Corrective Action Record (Standard 1.4)

A complaints record is required to demonstrate that all complaints 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 sufficient and should be kept with this record. Where no written complaints have been received by the site, 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	Authorised by
03 August 2007	*Trading Standards*	*Dirty Foot dips.*	*Foot dips cleaned and refreshed.*	*J Smith (AHWO)*
05 October 2007	*A Seller*	*Excessive use of sticks on cattle.*	*Review training and remind staff.*	*J Smith (AHWO)*