

Appendix 11: Complaint Record Form

(Standard 8.2: Template T4)

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 a sufficient record. Where no written complaints have been received by the haulier 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
11 th August 2006	Trading Standards	Broken tailgate	Repaired tailgate.
8 th January 2007	The Abattoir	Cattle arrived at MHS cleanliness score 4/5.	Extra care taken to ensure cattle are not dirty prior to loading. Farmer also made aware of compliant.