**COMPLAINTS HANDLING PROCEDURE**

Biobest aims to deliver outstanding customer service. We realise however that at times we may fail to meet customer expectations and as such we may receive complaints. These are always taken seriously and we have a procedure in place which describes how complaints are to be handled. This procedure is outlined below;

A customer complaint is defined as any customer contact in which negative feedback is received. It should be noted that even in circumstances where the customer is not lodging a formal complaint Biobest may still consider their contact to be a complaint under our quality management system.

The member of staff receiving the complaint will take a note of all the relevant details, these will be used to log the complaint in our system. This and any supporting documentation will be passed to a member of the management team who will review the complaint, categorise the complaint and assign, where relevant, an investigator.

If the complaint can not be resolved on the day of receipt you should receive the following information:

1. Acknowledgement of receipt of the complaint
2. An outline of the complaint
3. The name and contact details of the person dealing with the complaint
4. An outline of any investigation to be carried out along with a target date for completion
5. A target date for feedback to you

Any investigations required will be conducted by the assigned person who will report their findings back to the management team. Once any investigations have been conducted relevant corrective and/or preventative actions will be implemented. The complaint will be independently reviewed prior to a summary and any outcomes being communicated to you.

If you are not satisfied with the outcome of your complaint please contact the office and a member of the management team will be happy to discuss the complaint further.