



SCOTTISH QUALITY CROPS

SQC COMPLAINTS FORM (CONFIDENTIAL / WHISTLEBLOWING)

All applicants, clients and stakeholders are requested to read this document in conjunction with the SQC Complaints and Appeals Policy and Process document before submitting a complaint.

The SQC Complaints and Appeals Policy and Process document is available upon request.

1. Complaint types (as detailed in the SQC Complaints and Appeals Policy and Process)

SQC has a comprehensive process in place to deal with complaints from applicants/clients and stakeholders/interested parties. SQC operates two complaint scopes:

- **Membership Complaint:** Formally communicated dissatisfaction by an applicant, member or their representative in relation to the process relating to membership status.
- **Product complaints:** Formally communicated dissatisfaction by a non-certified stakeholder (i.e. member of the public, government, or other interested party) about a SQC member or applicant and their business activities which may impact on the integrity of the scheme.

2. How to submit a complaint

2.1 Any organisation or person wishing to make a complaint in confidence or whistleblowing must use the form below or as a minimum supply the information indicated, in writing

2.2 SQC is able to receive complaints via the following:

- (a) Email to SQC Managing Director – Teresa.dougall@scottishqualitycrops.co.uk
- (b) Email to SQC Chairperson – Andrew.moir@scottishqualitycrops.co.uk

- (c) Letter to SQC Managing Director (marked 'confidential') – Teresa Dougall, SQC Managing Director, c/o Food Integrity Assurance, Rural Centre, West Mains, Ingliston, Newbridge, EH28 8NZ
- (d) Letter to SQC Chairperson (marked 'confidential') – Andrew Moir, SQC Chairperson, c/o Food Integrity Assurance, Rural Centre, West Mains, Ingliston, Newbridge, EH28 8NZ

3. Complaint Form

Please complete all boxes in the form below:

First name	Click or tap here to enter text.	Last name	Click or tap here to enter text.
Address	Click or tap here to enter text.	Postcode	Click or tap here to enter text.
Certification reference number:		Click or tap here to enter text.	

Membership Complaints - Applicants and Clients ONLY please mark with an x

Nature of complaint	Technical/certification process:	Personnel:	Other:
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Product Complaints – non-applicants/clients

Nature of complaint	Product type	Certificate number if available	Address of product producer
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Please provide details of the complaint:

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Please list any supporting documents you are submitting:

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Signature:	Date:
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