



SCOTTISH QUALITY CROPS

SQC COMPLAINTS FORM

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 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 – Teresa.dougall@scottishqualitycrops.co.uk
- (b) A letter
- (c) Website – www.sqcrops.co.uk (all documents listed under Contact)

Please list any supporting documents you are submitting:

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Signature:	Date:
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