



LEAF Marque Complaints Resolution Log

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LEAF will record a summary of all LEAF Marque complaints. LEAF will annually review the LEAF Marque Complaints Resolution Log to monitor the types of complaint, time taken to resolve issues and the solutions used, and ways we can improve our own service delivery. LEAF will ensure that all complaints are handled responsibly, professionally and in an impartial manner. Complaints will remain confidential and LEAF will handle your information in line with General Data Protection Regulations 2018. The full LEAF complaints procedure can be found on the [LEAF website](#).

Date Submitted	Submitter Stakeholder Group	Topic of Complaint	Decision and Outcomes	Date Closed
4/7/14	General Public	LEAF [Marque] members and outdoor pig producers in high rainfall areas.	Producers in question were not LEAF members. Situation will be monitored. Resolved with complainant	4/7/14
15/7/14	General Public	A neighbour to LEAF Marque pig producer had contaminated spring water after period of prolonged severe rainfall event.	LEAF member had responded to the situation and sought government agency advice to remedy. Government agency was content with action taken and this was confirmed with water quality samples taken in June 2014. Resolved and complainant informed.	17/7/14
12/8/14	General Public	A footpath user was concerned that spraying of plant protection products was being applied in windy conditions on an unidentified [LEAF Marque] farm	LEAF responded to the situation and conducted an investigation with one of its certification bodies to remedy: This took time to investigate but the complainant was kept informed. Field records showed that no spraying was conducted on the date cited by the complainant. Complainant informed.	30/9/14
10/11/14	General Public	Further information supplied on the above incident.	Following more accurate information supplied by the complainant, LEAF conducted a further investigation with one of its certification	10/11/14



			bodies. Field records showed granular fertiliser was applied on the date cited by the complainant. The conditions for application were within industry guidelines. Resolved and complainant informed.	
16/2/15	Consumer	LEAF Marque potatoes product consumer complaint	Referred to retailer customer service where product was purchased. No further action	N/A
16/4/15	General Public	Complaint from farm's neighbour regarding LEAF member and farming practices.	LEAF responded to the situation and conducted an investigation with one of its certification bodies: This took time to investigate but the complainant was kept informed. The complaint was not justified against CB records. Resolved and complainant informed.	11/5/15
19/5/15	Consumer	LEAF Marque salad product consumer complaint	Referred to customer service department who supplied product. No further action.	N/A
25/5/15	Consumer	LEAF Marque salad product consumer complaint	Referred to customer service department who supplied product. No further action.	N/A
4/9/15	Consumer	LEAF Marque salad product consumer complaint	Referred to customer service department who supplied product. No further action.	N/A
30/07/18	Supplier	Incorrect use of the LEAF Marque logo spotted on product	Business contacted to remove LEAF Marque logo. Follow up review recorded logo removed.	23/04/2019
18/12/18	Consumer	LEAF Marque vegetable product consumer complaint	Referred to customer service department who supplied product. No further action.	N/A
28/12/19	Consumer	LEAF Marque salad product consumer complaint	Referred to producers customer service & product quality team. No further action.	N/A
02/11/20	Public	LEAF Marque logo used on website for non-certified business	Business contacted and logo removed from website	01/04/21



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