Beginning Farmer Complaint Handling Guide

A guide to handling customer complaints on a farm. It offers steps for listening, solving, and recording problems and learning from them. Review it with your family or partners.

Farm / unit: _____ Date: _____ By: _____

1. Listen without interrupting
2. Thank the customer
3. Record the details
4. Check the facts
5. Offer a fair solution
6. Follow up after
7. Fix the cause
8. Record the result
9. Train workers in the process

YOUR NOTES

TIP For any food safety concern, stop sales of the product and contact your local agency.