Farm Complaint Handling Guide

A farm complaint handling guide for listening to a customer, fixing the issue and recording what happened, so complaints become a chance to improve and keep trust.

Farm / unit: _____ Date: _____ By: _____

1. Listen without interrupting
2. Thank the customer
3. Write down the facts
4. Ask what they want fixed
5. Offer a fair solution
6. Check with the owner if needed
7. Follow up after the fix
8. Record the complaint and outcome
9. Review patterns monthly

YOUR NOTES

TIP Answer promptly and report any safety or food illness complaints to the proper agency.

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