



CCOF

Organic Certification Education & Outreach Political Advocacy Promotion

COMPLAINT FORM-DAIRY ISSUES

This complaint form may be used to file a complaint or submit an allegation against a CCOF member for violations of USDA/NOP and or CCOF Global Market Access program standards. If you feel that you have witnessed, or have evidence that a CCOF client is engaged in the application of a prohibited material, misleading or fraudulent labeling, commingling of conventional and organic product, or other violations of the standards, please fill out this form.

CCOF investigates complaints as per CCOF Manual One, a Guide to Certification. CCOF conducts such investigations confidentially and based only on documented evidence. The complainant should know that every CCOF client has the right to a complete and fair investigation and review of the complaint by CCOF, as well as the right of appeal CCOF's decision.

Please complete this form as accurately as possible. Your complete and accurate information will help us investigate this complaint quickly and efficiently. You must sign and date the complaint. You may send the complaint form to:

CCOF
2155 Delaware Ave., Suite 150
Santa Cruz, CA 95060

Fax: (831) 423-4528
Phone: (831) 423-2263
Email: inbox@ccof.org

Complaint Information:

Your Name: _____ Email: _____
Address: _____ Phone: _____

Do you want your name to be confidential during CCOF's investigation of this complaint?

Yes No. *Please note, even if you indicate that you want your name to be held confidential you must submit your name and contact information as required by USDA/NOP and or CCOF Int'l standards. While CCOF can keep your name confidential for the purposes of CCOF's investigation, CCOF cannot ensure that your identity would remain confidential in the event that CCOF records were subpoenaed by a court of law or requested by subsequent county, state, or federal investigators.)*

What is your complaint? Please tell us what you observed and what **evidence you have to support your allegation**. Please clearly provide specific information regarding when, where, and your complaint alleges. Attach records or photographs you may have as evidence and attach additional written pages if necessary. **You may attach additional pages as necessary.**

If you are or were an employee of this operation please describe your job and job title:



For CCOF certified dairy operation complaints the following MUST be completed:

Date of Observation(s): _____ Time of Observation: _____ AM/PM (circle one)
How long were you there? _____ What was the temperature: _____

Describe the weather during your ENTIRE observation:

From what EXACT location did you make each observation? Please identify the exact address, distance to nearest cross street and enough additional details to allow CCOF to repeat your activity:

Are there any signs, markers, or landmarks that CCOF could use to identify the fields you observed?

Please describe the location of observed fields in relation to the main road and milking barns?

What did you observe in the fields in question? Be extremely thorough and specific.

Did you observe other livestock on grass at the same time at other operations? If so, which ones, where and at what exact time?

THIS COMPLAINT FORM MUST BE SIGNED AND DATED!

By my signature I attest that the information provided is true and accurate to the best of my knowledge:

Signature: _____ **Date:** _____

