



MEAT STANDARDS AUSTRALIA

PO Box 2363, Fortitude Valley, QLD 4006. Ph:07 3620 5200 Fax:07 3620 5250

Customer Complaints Form

Form 4.3 Release Date 02/03/11

MSA participants are encouraged to file complaints. We value feedback from our customers and endeavour to ensure that complaints are handled with urgency. Any information from this form remains confidential and is only used in relation to eliminating complaints and tracking areas for continual improvement.

Office use only
Follow Up Date: _____
Entered in DB: _____

Complaint filed by: *(Name)* _____
 From: *(Trading name)* _____
 Address: _____

Date: _____
 Phone No. _____
 Fax No. _____
 MSA License No. _____

The complaint is in relation to: *(please tick one)*

- Tenderness	<input type="checkbox"/>
- Product presentation <i>(eg colour, texture)</i>	<input type="checkbox"/>
- MSA Grading Services <i>(service, details attached)</i>	<input type="checkbox"/>
- MSA Training Services <i>(service, admin, fee, venue)</i>	<input type="checkbox"/>
- MSA System <i>(standards, policy)</i>	<input type="checkbox"/>
- MSA Marketing <i>(Point of sale, communication, media)</i>	<input type="checkbox"/>

Product Complaint

Product purchased from: *(wholesaler etc)*
 Product Description e.g. *cube roll or Lamb Rack.*
 Date of purchase: _____ / _____ / 20_____

How was the product cooked: *(please tick one, if known)*

<input type="checkbox"/> Grill/ Pan-fry	<input type="checkbox"/> Roast	<input type="checkbox"/> Stir-Fry	<input type="checkbox"/> Shabu Shabu	<input type="checkbox"/> Casserole
<input type="checkbox"/> Corn	<input type="checkbox"/> Thin Slice	<input type="checkbox"/> Yakiniku		

Final Checklist:

The Carton end panel and or purchase invoice is attached Yes No

Comments / details: (It is important to ensure that all information from the complaint is documented, please attach separate information where required).

Please Fax to 07 – 3620 5250 or mail to the above address.