

Honey: customer complaint

1. User:
 - all beekeepers who sell honey
2. Frequency of use:
 - as required
3. Reasons for recording this information include:
 - customer service
 - follow-up on complaints to ensure that the problems is fixed and customers are satisfied
 - food safety
 - helps ensure correct protocol followed
 - provides a tool for tracing potential contaminants in honey
 - part of overall management to reduce potential contaminants in honey
4. References to the Bee Biosecurity Standard and CBISQT:
 - Bee Biosecurity Standard: none
 - CBISQT: page 101
 - this template is an adaptation of CBISQT forms 12.0.1 (page 152) and 12.0.2 (page 153)
5. General comments:
 - small operators who produce only enough honey for household use may not find this template useful