

## Putting things right when they go wrong

We welcome comments and constructive criticism. Complaints are treated very seriously and we do all we can to correct any errors quickly. Our complaints procedure is given below.

### AHDB Complaints Procedure

1. If you are unhappy with the service you have received or the information you have been given, you should in the first instance contact the person you have been dealing with, who should be able to resolve the problem.
2. If your concerns are not dealt with to your satisfaction and you wish to escalate the matter, you should ask to speak to the **Director responsible** for that area of AHDB's operations, who will acknowledge and log your issue and will respond within 15 working days. If this is not possible, the Director will write explaining why, letting you know when you may expect a full reply.
3. If your concerns are still not dealt with to your satisfaction and you wish to make a complaint, you should write to the **AHDB Chief Executive Officer** at the address below, who will acknowledge your complaint and will respond fully within 15 working days. If this is not possible, the CEO or his/her deputy will write explaining why, letting you know when you may expect a full reply.

### Adjudication

4. If you still feel that your complaint has not been satisfactorily resolved, you can write to The Deputy Director, Farming Productivity, Defra, who will **act as adjudicator**. The address is Department for Environment, Food and Rural Affairs, Area 1B, 9 Millbank, c/o Nobel House, 17 Smith Square, London, SW1P 3JR. The Adjudicator will investigate your complaint and report back within 15 working days. If this is not possible, he/she or his/her deputy will write explaining why and letting you know when you may expect a response.
5. If you are not satisfied with the adjudicator's decision, you may **ask your MP** to take up your complaint with the Secretary of State for the Department for Environment, Food and Rural Affairs at Defra, Nobel House, 17 Smith Square, London SW1P 3JR
6. You can also write to your, or any, Member of Parliament, or Member of the Scottish Parliament, Welsh Assembly Member, or Northern Irish Assembly Member and ask for your complaint to be referred to the Parliamentary Ombudsman, the Scottish Parliamentary Commissioner for Administration, the Public Services Ombudsman for Wales or the Northern Ireland Ombudsman, as appropriate. They are entirely independent of Government.

### You can write to us at:

Agriculture and Horticulture Development Board  
Stoneleigh Park, Kenilworth, Warwickshire, CV8 2TL

Email: [info@ahdb.org.uk](mailto:info@ahdb.org.uk)