

European Forum of Farm Animal Breeders (EFFAB)

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Complaint procedure

Code-EFABAR is a Code of Good Practice for Farm Animal Breeding and Reproduction organisations. Individual organisations and umbrella organisations can adopt the Code or incorporate it in their management system.

The Code is valid through 2008/2010 and may be updated 2011.

The European Forum of Farm Animal Breeders (EFFAB) will manage the Code.

For persons and organisations it will be possible along the Code EFABAR website (www.effab.info or www.code-efabar.org) to file complaints about organisations that have adopted the Code or included it in their management system. The following procedure will be followed.

- EFFAB will register the complaint and confirm receipt.
- In the case the complaint/question is about the Code itself or its interpretation, or if it is an informative question, EFFAB will answer the plaintiff within 4 weeks. Valid complaints may result in adoption of the Code.
- In case the complaint addresses a specific breeding or reproduction organisation, EFFAB will prepare an answer in consultation with the organisation in question (without giving details about the complainer) to answer the complaint/question. This answer should be prepared within 3 weeks together with the EFFAB secretary, that redirects the answer to the plaintiff within 1 week. If the complainer is satisfied with this answer, the process will stop here.
- In the case the complainer is not satisfied with the answer, the complainer will get the opportunity to bring the complaint before a Committee of Non Conformance. To do this the complainer will be asked to pay the sum of €750,= for dealing with the complaint. This amount will be paid back to the complainer if the Committee of Non Conformance agrees with the complainer.
- If the complainer has paid the € 750,=, the organisation concerned will also be obliged to pay €750,=. The Committee of Non Conformance will investigate the complaint and the related correspondence and come to a judgment within 3 months after receipt of the complaint by the EFFAB office. The party that is declared to be right, is refunded € 750,=.
- If the Committee agrees the complaint is justified and proven, the company will be obliged to adapt their working procedures to comply with Code EFABAR. EFFAB will check compliance is demonstrable. If not the adoption/certification will be withdrawn and published on the Code EFABAR website.
- In case of a serious default of any organisation, the Committee of Non Conformance has the possibility to withdraw the adoption of the Code until conformance is demonstrable, without the necessity of a filed complaint.

Committee of Non Conformance

The Committee of Non Conformance will consist out of 4 animal breeders from the different species groups (ruminants, pigs, poultry, farmed fish), an independent standing chair from outside EFFAB. Breeders are requested to show their interest to participate in the Committee of Non Conformance to effab@effab.info before 15 February 2008.

When a complaint concerns a breeder who is part of the Committee, he/she will temporarily leave the Committee, and another breeder of the same species group will take his/her place during the complaint procedure.