

Raising a grower load complaint

13 January'12

Beet Reception complaints procedure

Details on how sugar beet growers may raise a complaint on a delivered load, who to contact, how the complaint is dealt with and an explanation of certain terms.

Raising a complaint

1. How to make a complaint about a delivered load

To raise a complaint you should contact your NFU Representative at your delivery factory. You will be asked to provide the following information:

- Sugar beet contract (title & number)
- Telephone number
- Serial number and delivery date of sampled load(s) in question
- Details of complaint; (see 'Types of complaint')
- Flag status? (see 'Flags')
- Any other relevant information (see 'Relevant information' for examples).

It should be noted that only loads which are outside your normal range of load values should be considered for complaint.

2. What happens next?

Step 1: The NFU representative will complete a complaint form with details of your complaint and send it to the NFU Beet Intake Manager (BIM);

Step 2: The BIM will confirm to you in writing (either by a post card or letter) that your complaint has been registered. This notification will also contain a reference number, which you should quote in all future enquiries. A letter will be sent explaining how the complaint will be dealt with on your behalf and an approximate timeframe within which you will receive a reply from the Complaints Panel. If you do not receive a post card or letter within two weeks of raising a load complaint then please consult with your NFU Representative at your delivery factory;

3. Complaints Panel

The complaints panel is made up of:

- An NFU representative
- A British Sugar representative.

The first meeting of the panel is normally held during November and then at regular intervals during the campaign. When considering your complaint the panel will follow

agreed guidelines and study the results of other loads delivered before and after the load(s) in question.

Tare complaints will be statistically analysed to see if they fall outside individual grower limits

4. Outcome of Complaint

The NFU Beet Intake Manager will write and inform you of the outcome of the complaint. The statistical analysis will sort out those loads which are considered to be uniquely different from the rest and an adjustment will be made. Where **no adjustment** is made then the statistical analysis has **not indicated** that the loads are uniquely different

5. What happens if my complaint is upheld?

You will receive written confirmation of the decision including:

- Complaint load reference;
- Previous and revised values;
- Any populated loads will also be adjusted to the same value as the load that has been adjusted.
- British Sugar will send you an amended Weekly Beet Invoice confirming the changes.

6. What if my complaint is declined?

You will receive written confirmation that your complaint has been declined

- Queries that you may have on this decision may be raised with the NFU Beet Intake Manager
- You may wish to pursue the complaint further. (see 'Appeals').

7. Is there an appeals process?

All appeals are considered at the end of the campaign, or earlier if possible, by the Appeals Panel, which comprises:

- An NFU representative - This person will normally be a different person who heard the original complaint
- A British Sugar representative - This person will normally be a different person who heard the original complaint

8. How to make an appeal?

Firstly, you should write to the NFU Beet Intake Manager indicating clearly why, in your opinion, you believe that the load in question is uniquely different from the other loads delivered. The panel will consider your appeal based on your letter of appeal

and review all relevant data before reaching a conclusion. British Sugar will write to inform you of the outcome of your appeal. The decision of the panel is final.

9. Grower Identity Card (GIC)

The NFU cannot stress too strongly the importance of growers ensuring that the correct GIC is used in connection with the correct delivery of beet. Any error or mismatch that is made between GIC and load of beet can have a direct financial implication for you the grower, can be difficult to unravel once it has occurred and significantly hampers any complaint that you may choose to make regarding a load.

Please make sure that the person responsible for delivering your beet also understands the importance of the correct GIC being used and the ramifications of mistakes.

EXPLANATORY NOTES

1. Pre-delivery guidelines

Following the guidelines below may reduce the need for raising a complaint:

- Check beet harvester settings.
- Be present when the beet is being loaded and ensure a cleaner loader is used and set correctly; using a picking off table where appropriate
- Contact your NFU representative to raise a flag when you commence beet deliveries from a new farm, field or beet delivery
- It is worth noting that your complaint is likely to be declined if you have delivered other loads in a similar condition.

2. Central tarehouse visits

Both the NFU and British Sugar encourage growers to visit the Central Tarehouse at Wissington Sugar Factory to see how their beet samples are processed. To arrange a visit to the tarehouse, please contact your NFU Representative. It is wise to contact the NFU representative before you intend to visit to ensure that any health and safety requirements, whilst on site, can be catered for.

3. Types of complaint

Complaints can be raised for results on sugar or dirt percentage.

4. Relevant information

Any information that you believe is relevant as to why your complaint should be upheld. Please discuss with your local NFU Representative (see "Local NFU Representative")

5. Populated loads

A populated load is a non-sampled load that is given the same value as a sampled load, in accordance with the random beet sampling procedure.

6. Flags

The flag procedure allows you to notify your NFU Representative when you change farm, field or beet variety. Raising a flag will provide additional information for the complaints panel to consider if you later raise a complaint. Raising a flag does not change the sampling procedure; it only records that a change has occurred.

To initiate the flag system you should notify your NFU Representative exactly when you will deliver the first load from a new farm, field or beet variety. The NFU Representative will register a flag to the specific load and record the reason.

Please note that a flag can only be requested before the delivery is made.

7. Appeals

An appeals process exists. You may find it useful to discuss the reasons for a complaint having been declined together with the NFU Beet Intake Manager, before taking your decision on whether to make an appeal. The appeals process is outlined above.

8. Local NFU Representative

To contact your local representative please ring the appropriate number:

- Bury St Edmunds 01284 703 263
- Cantley 01493 700 016
- Newark 01636 706 279
- Wislington 01366 377 315