



Complaint Procedure Code EFABAR 2017

Code EFABAR, the commitment to responsible breeding and reproduction, is a voluntary Code of Good Practice for Farm Animal Breeding and Reproduction organisations. Member organisations and members of umbrella member organisations can adopt Code EFABAR and incorporate the guidelines of Code EFABAR in their management system.

Code EFABAR 2017 is valid from 01-01-2017 and will be updated in 2019 for a revised Code EFABAR 2020.

The European Forum of Farm Animal Breeders (EFFAB) manages Code EFABAR (www.effab.info or www.responsiblebreeding.eu).

For persons and organisations it is possible to file complaints about organisations that have adopted the Code EFABAR and included it in their management system. The following procedure must be followed:

1. A complaint must be addressed via email to: info@effab.info. EFFAB will register the complaint and confirm receipt.
2. In the case the complaint/question is about Code EFABAR itself or its interpretation, or if it is an informative question, EFFAB will answer the appellant within 4 weeks. Valid complaints may result in adaption of the Code.
3. In the 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 secretariat, that redirects the answer to the appellant within 1 week. If the complainer is satisfied with this answer, the process will stop here.
4. 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 so, 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.
5. If the complainer has paid the € 750.-, the organisation concerned will also be obliged to pay € 750.-.
6. 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.-.
7. 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.
8. In case of a serious default of any organisation, the Committee of Non-Conformance has the possibility to withdraw the adoption of Code EFABAR until conformance is demonstrable, without the necessity of a filed complaint.

Committee of Non-Conformance

The Committee of Non-Conformance consists of 4 animal breeders/reproducers from different species groups (ruminants, pigs, poultry, farmed fish), and an independent standing chair from outside EFFAB.

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