

DAIRY FARMERS OF ONTARIO (DFO) COMPLAINT POLICY

Purpose

To ensure DFO meets its requirements under the Administrative Agreement as the Delegated Authority responsible for administering the requirements of Regulation 761 of the *Milk Act* with regards to cow's milk in the province of Ontario.

To ensure DFO staff are able to respond to all complaints in a timely manner.

Scope

This policy applies only to those issues covered under DFO's responsibility as the Administrative Authority delegated by the Ontario Ministry of Agriculture, Food and Agribusiness to oversee specific responsibilities related to cows' milk under Regulation 761: Milk and Milk Products. This includes inspection of farm premises, conducting raw milk quality testing, inspecting truck tanks, applying quality penalties when necessary, and overseeing the certification, recertification, and monitoring of Bulk Tank Milk Graders (BTMGs).

This policy does not apply to complaints about matters addressed under separate policies or regulations.

Objective

To demonstrate a commitment to resolving complaints.

To provide a framework for comprehensively addressing complaints.

Process

Receipt of complaints submitted to DFO (drccomplaints@milk.org) will be acknowledged within two business days.

Complaints will be forwarded to the appropriate manager for a response.

DFO will attempt to resolve any concerns through communication, explanation and education.

Complaints that cannot be resolved in this manner will be escalated to the Director of Regulatory Compliance for a decision and written response.

Ultimately, all decisions of the Director of Regulatory Compliance are appealable to the Agriculture, Food and Rural Affairs Appeal tribunal.

Written responses from the Director of Regulatory Compliance will include information on how to submit an appeal to the Agriculture, Food and Rural Affairs Appeal Tribunal.