# Agricultural Supply Chain Adjudicator: complaint referral form

Use this form to submit a relevant complaint under Regulation 20 of the Fair Dealing Obligations (Milk) Regulations 2024.

You can make a relevant complaint to ASCA about:

1. Not having a written milk purchase contract in place at all.
2. Where something required by the Regulations has not been included in your milk purchase contract.
3. Where something included in your milk purchase contract is contrary to the  
   Regulations.
4. For contracts that use a variable price determined by the purchaser: failure of the purchaser to respond within 7 days to a written request for an explanation as to how a new price has been determined following a price review.

Email the form along with any additional evidence to [asca@defra.gov.uk](mailto:asca@defra.gov.uk)

Read the [guidance on submitting a complaint to the Agricultural Supply Chain Adjudicator](file:///C:\Users\ds000136\Downloads\link)  before you fill in the form.

## Part 1: Your details

### First name

### Last name

### Telephone number

### Email address

### Address including the postcode

## Part 2: Purchaser details

(that is, the details of who you are contracted with and making a complaint about)

### Company or organisation name

### First name

### Last name

### Telephone number

### Email address

### Address including the postcode

## Part 3: Details of complaint

### Provide a statement detailing the history of the events leading up to the dispute, specifically including details of the dispute resolution process with the purchaser (if this exists). Please include dates where possible and any evidence to support the statement.

### Provide details of the alleged failure to comply. You should include:

### how the contract does not comply with the rules, including which provisions in the regulations are claimed to have been breached

### any evidence of the alleged failure to comply. This can include: documents, either physical or digital, that are in the possession of either party (for example, copies of the contract, communication between the parties, invoices, and other documents); witness evidence; or other evidence that is seen as relevant for a full investigation to take place. You can attach documents to your email to the ASCA along with this form.

Provide a statement as to whether you are seeking compensation, including:

* the amount of any compensation sought
* the reasons why such compensation is sought
* any evidence to support the amount of compensation sought
* details of how you have calculated the amount of compensation sought

## Part 4: Declaration

I request that the Agricultural Supply Chain Adjudicator arbitrate in a dispute between the above parties.

I understand that the Agricultural Supply Chain Adjudicator’s Office will cover all internal complaints investigation costs, but not legal advice I may seek independently during the course of the investigation. However, should I appeal any decision made by ASCA I understand that I will be responsible for payment of any tribunal expenses incurred.

I understand that the decision of the adjudicator is binding and is only appealable on the grounds set out in Regulation 26 of the Fair Dealing Obligations (Milk) Regulations 2024.

I confirm that the personal data I have supplied is accurate.

I confirm that:

* I have read the [guidance on submitting a complaint to the Agricultural Supply Chain Adjudicator](https://defra-my.sharepoint.com/personal/mathew_banks_defra_gov_uk/Documents/Desktop/link)
* My complaint meets the criteria of a ‘relevant complaint’ set out in the guidance
* The information provided is a true and accurate representation of the events to the best of my knowledge

By typing your name, you agree to the above declaration.

### Name

### Date

## How the ASCA Office will use your information

The ASCA may share the information you submit with third parties. We only share information when necessary and, where possible, anonymously. For details see the [privacy notice](file:///C:\Users\ds000136\Downloads\link).