



Guidance on completing Corrective Actions - Processors

Thank you for your time at inspection. Please login to the Certification Client Portal. Here you will find any issues identified at your inspection that require attention to ensure compliance with Soil Association & GB organic standards. Your inspector should have discussed their findings with you; what they noted as compliant, and the reasons for any non-compliances issued. Please complete and submit your actions by the deadline specified on the portal. Examples of acceptable actions are listed on page 2.

What you need to do

- Read through your requested actions carefully, checking whether you need to send in any additional information.
- Provide sufficient corrective actions against any non-compliance listed - see 'addressing corrective actions' for guidance.
- Submit your corrective actions, together with any requested documentation, by the specified date on the portal.

Requested Action terms explained

Application requirement

Requirement or standard that must be met before the licence can be issued.

Minor non-compliance

Does not directly compromise the integrity of the product but needs correcting.

Major non-compliance

May compromise the integrity of the product if not corrected or may result from not correcting a previous minor non-compliance.

Critical non-compliance

The integrity of the operation, product/batch or lot has been directly compromised or lost, or repeated failure to correct a previous major non-compliance.

Request for information

Information required to be returned through the portal.

Comment

General information regarding the standards, for your reference.



Addressing corrective actions

In order for corrective actions to be signed off, they must demonstrate that the non-compliance has been immediately resolved where possible, and sufficient action taken to prevent it from happening in the future. Evidence is required to be sent in to illustrate this i.e. updated procedures or records, photographic evidence, etc.

When considering what your corrective action is refer to the standard quoted in the non-compliance, and contact us if you have any queries about what the requirement of the standard is. We also have [guidance documents](#) and [record keeping templates](#) available which might help.

The following should be demonstrated when providing a corrective action;

Root Cause Analysis

Immediate (Corrective) Actions (if applicable)

Long Term (Preventative) Actions

Timescale

Your corrective actions and evidence must be submitted within the timescale specified on the portal.

This will either be 30 or 14 days from the inspection date, depending on the issues raised at inspection.

It is important that you return the required information by the date stated. If you miss this date, you risk temporary suspension of your licence, which would mean you could not sell your products as organic during this time.

Acceptable corrective action – example of a major non-compliance

[Click here for an example of corrective actions](#) that would be acceptable to sign the non-compliance off.

Evidence Submitted:

- In date copy of supplier certificates found missing at inspection
- Updated purchasing procedure to monitor certificate expiry dates and the check of supplier certificates prior to ordering
- Staff training records against procedure

Unacceptable corrective action – example

[Click here for an example of a corrective action](#) that would not be acceptable to sign the non-compliance off.

