

Identification Devices - Complaints Log 2015

Key to Complaint Categories; CV = Code violation, NV - complaint not valid for ICARs remit

Complaint No.	Date Received by ICAR	Company+H8+C5:I5+C5-K5+C5:M5	Company Accused	Complaint category (see key)	Description of Complaint	ICAR 1st Actions	Date of ICAR 1st Action	Complainee 1st Action	Date of Complainee 1st Action	ICAR 2nd Action	Date of ICAR 2nd Action	Complainee 2nd Action	Date of Complainee 2nd Action	Current Status (Open/Closed)
01 2015	5-mar-15	ISO TC23/SC19/WG3 ref N679	Wuxi Fofia and Petchip911	CV	Injectable transponders sold under 911 code suspected to be WF origin	Formal letter send from ICAR 12th March 2015 to Wuxi Fofia asking response within 2 working weeks.	12-mar-15	Wuxi Fofia send letter to ICAR saying the Petchip 911 product is not theirs and suspect another company is copying their products	24-mar-15		Dates???			Open
02 2015	5-mar-15	ISO TC23/SC19/WG3 ref N679	Wuxi Fofia and Petchip911	CV	Injectable transponders programmed for Slovenia country code 705	Formal letter send from ICAR 12th March 2015 to Wuxi Fofia asking response within 2	12-mar-15	Wuxi Fofia provided official letter of Slovenia Ministry of Environment	24-mar-15	Repeated emails/letters to Slovenia - no answer....need to escalate	30-ott-15			Open
03 2015	25-mar-15	Trován	Croatian Ministry of Ag	CV	Error in Country's tender documentation with respect to country code formulation	ICAR issued Trován a "to whom it concerns" instructional letter on correct code	Dates??	??						Open
04 2015	1-ott-15	Allflex	Z-Town	NV	Allflex complaining Z-town overstated their capacity to produce the quantities required by the tender in Kazahstan in the time	ICAR informed Allflex that this is not a valid complaint within ICAR's remit as RA.	Dare?? - did we notify Greg in Allflex							Open
05 2015	22-jug-15	Trován	Petchip911	CV	Injectable transponder sold under 911 code without ICAR authorisation	ICAR letter to Petchip911 requesting regularisation	6-nov-15	Petchip911 replied with official letter stating they are only compliant with ISO 11784/11785 and asking re i) ISO 24631, ii) non-900 suppliers	30-nov-15	Letter to Petchip informing that the issue needs to be forwarded to ISO WG3 - Are they ok	22-dic-15	Pending		Open