



THIS FORM MUST BE COMPLETED FOR ALL AMENITY COMPLAINTS THAT REQUIRE AN INVESTIGATION IN LINE WITH IMS 3.36B. IF MORE THAN ONE OF THE SAME TYPE OF COMPLAINT IS RECEIVED IN ANY ONE DAY, THEN ONE INVESTIGATION FORM CAN BE USED TO COVER ALL COMPLAINTS OF THE SAME NATURE.

### 1. Investigating Manager/Supervisor

<b>A) Name</b>		<b>B) Position</b>	
<b>C) Location*</b>	<i>*Note: this is the SUEZ location the complaint relates to</i>		

### 2. Complaint Type/Location

This section looks at the type of complaint that has been received, as well as the location it was made from.

<b>A) <u>When</u> did the complaint and investigation occur?</b>  <i>*Note: the issue may have been experienced by the complainant before they made the complaint</i>	<b>Alleged issue:</b>  Date: _____ Time: _____	<b>Complaint made:</b>  Date: _____ Time: _____	<b>Investigation:</b>  Date: _____ From (time): _____ To (time): _____
	Have any other related complaints been received within the last 7 days? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, provide basic detail:		
<b>B) <u>What</u> type of amenity complaint has been made?</b>  <i>*Note: tick all that relate</i>	Odour <input type="checkbox"/> Dust <input type="checkbox"/> Noise <input type="checkbox"/> Litter <input type="checkbox"/>		Mud or Debris <input type="checkbox"/> Pests <input type="checkbox"/> Light <input type="checkbox"/> Other <input type="checkbox"/> If other, please detail: _____
	Basic description of amenity issue: _____ (e.g. type of odour)		
<b>C) <u>Where</u> was the complaint made from?</b>  <i>*Note: this is the complainant's location. The exact location may not be provided if the complaint has been received via the environmental regulator or local authority</i>	Full address (if known):  Postcode (if known):  If the above are unknown, then provide the approximate area of the complaint:		

### 3. Weather Conditions

Weather conditions at the time of the alleged issue and during the investigation are important. Some weather conditions can cause amenity issues to be worse, so it is important to provide details where they are known.

<p><b>A) <u>What</u> were the weather conditions like at the time the complainant experienced the issue?</b></p> <p><i>*Note: you may only be able to accurately identify this if you have a weather station on site</i></p>	<p>General Description:</p> <p>Wind (speed and direction): _____</p> <p>Temperature (°C): _____</p> <p>Raining? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Ground conditions: Wet <input type="checkbox"/> Damp <input type="checkbox"/> Dry <input type="checkbox"/></p>
<p><b>B) <u>What</u> were the weather conditions like at the time of the investigation?</b></p> <p><i>*Note: you can use weather data from a weather station, the Met Office and your own observations</i></p>	<p>General Description:</p> <p>Wind (speed and direction): _____</p> <p>Temperature (°C): _____</p> <p>Raining? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Ground conditions: Wet <input type="checkbox"/> Damp <input type="checkbox"/> Dry <input type="checkbox"/></p>

### 4. Off-Site Investigation

It is important to attend the complainant's location to assess whether an impact is occurring. Guidance on what to look for is available in IMS 3.36b.

<p><b>A) What is the amenity impact at the complainant's location?</b></p> <p><i>*Note: identify whether there is any impact being caused and indicate the severity</i></p>	<p>Amenity impact? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, detail the severity. For odour, refer to the odour intensity and extent details in Appendix A.</p> <p>For other amenity issues, provide a basic written description:</p>
<p><b>B) Note any other sensitive receptors in the complainant's location</b></p>	<p><i>*Note: refer to housing, parks, pubs etc</i></p>
<p><b>C) Are there any other actual or potential sources of amenity impact in the local area?</b></p>	

*\*Note: if another source is identified causing an amenity impact, then ensure this is detailed*

## 5. On-Site Investigation

Following the off-site investigation, it is essential to assess what was occurring on site. If a complaint is received or investigated after the alleged issue, then it may be difficult. If this is the case, then provide an overview of the operations that were occurring at the time of the alleged issue. Guidance on what to look for is available in IMS 3.36b.

<p><b>A) Site activities</b></p> <p><i>*Note: CCTV footage may be useful in determining site conditions at the time of the alleged issue. If an amenity issue has not been traced back to site, then it is still useful to provide detail of site conditions at the time.</i></p>	<p>If an amenity impact was noted in section 4A, then state whether this has been traced back to site operations. Focus on the following areas:</p> <ul style="list-style-type: none"> <li>Waste inputs/outputs</li> <li>Waste storage</li> <li>Waste treatment processes</li> <li>Condition of infrastructure</li> </ul>
<p><b>B) Non-conformance</b></p>	<p>If the amenity impact can be traced back to site, state whether this was as a result of a non-conformance:</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, provide detail:</p> <p><i>*Note: you may need to refer to the Permit and site-specific management plans</i></p>
<p><b>C) Corrective action</b></p> <p><i>*Note: provide COMPAS CAR reference number if the required action has been raised as a CAR</i></p>	<p>If a non-conformance has been identified, then state what has been done to remediate this:</p>

## 6. Supporting Information & Evidence

Supporting information can be useful in building a picture of the incident.

<p><b>A) Attach any photos or videos</b></p>	
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## 11. Appendix A

Odour Intensity	Odour Extent (assuming odour is detectable)
0: No detectable odour	1: Local and impersistent (only detected during brief periods (wind drops/blows
1: Very Faint Odour (barely detectable, need to stand still and inhale facing into the wind)	2: Impersistent as above, but detected away from site boundary
2: Faint Odour (odour easily detected while walking and breathing normally, possibly offensive)	3: Persistent, but fairly localised
3: Distinct Odour	4: Persistent and pervasive up to 50 m from site boundary
4: Strong Odour	5: Persistent and widespread (odour detected >50 m from site boundary)
5: Very Strong Odour	
6: Extremely Strong Odour	