

Complaints Procedure

243213/CP

INTRODUCTION

This Complaints Procedure outlines how the Operator will respond in the event of a complaint. A complaint may arise relating to the site permitted activities involving a nuisance (dust, noise, odour, pests). This procedure contains information on how any complaint will be investigated and any actions taken as a result of the complaint.

KEY CONTACTS

The key contacts will be shown on the site notice board at the site entrance. Alternatively, any complaints can be made at the site to any site operative and/or the Site Manager.

PROCEDURE

1. Any complaints made will be immediately logged by the Site Manager and/or Site Operative. In the event a complaint is made to a Site Operative, the Site Operative will refer the complaint to the Site Manager. If able to do so, the complainant details will be taken on initial contact either by phone or in person. The response time is typically within 1 hour.
2. The Site Manager (or nominated operative) will discuss any concerns with the complainant directly within 1 working day of the complaint being made; and request contact details to notify the complainant of any updates/corrective measures. The complaint will be logged using the Complaint Form (attached) and given a unique reference number.
3. The Site Manager will review the site activities and ensure control measures are in accordance with the Site's Management Systems. This review will typically happen in conjunction with point 1 and review will be undertaken within 2 working days of complaint being made.
4. Once initial contact and review of the site has been undertaken, the Site Manager will investigate the location of concern raised in relation to the site i.e. at a local receptor location and/or public highway to inspect the impact on the receptor. This will occur within 3 working days.
5. The Site Manager will notify the complainant of any updates to the control measures / site operations. Control measures may be corrective and/or preventative and include additional control measures and/or increase the frequency of an existing control measure. Alternatively, the design of the site operations may change to decrease nuisance to that receptor. The notification will be within 1 week of the complaint being made.
6. In the event the same issue persists, the Site Manager will further review site operations and control measures. This may require a temporary cessation of certain operations whilst additional measure is implemented. The works will not recommence until further control measures have been incorporated and a review of effectiveness has been agreed / witnessed by the Site Manager. The complainant will be kept abreast of further measures. This is likely to be within 1-2 weeks subject to what the complaint is, severity of complaint and associated activity taking place.
7. In the event of an out of hour complaint, the complaint will be picked up on the next working day and dealt with as per point 1-6 above.

RECORDS

On site Records

A copy of this procedure is kept on site and briefed to all site operatives upon site induction. Any identified complaints, incidents or accidents, as well as corrective measures, are recorded in the Complaint Form. Copies of the complaint forms are kept on site.

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Review

This procedure is reviewed on a yearly basis or post-incident to ensure it remains up-to-date with the site operations. The review procedure would involve the Senior Management Team and site team collectively to establish the root cause and the best available control techniques. The review will take place within 1 month of the incident.