NOISE & VIBRATION MANAGEMENT PLAN

Simonswood Industrial Estate, Stopgate Lane, Simonswood, Knowsley, Merseyside, L33 4YB

Simonswood Properties Limited

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Waste, Planning & Environmental Consultants

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Document History:

Version	Issue date	Author	Checked	Description
1.0	03/01/2024	JU	TB	Internal draft
1.1	15/01/2024	JU/IA	TB	Application copy
1.2	12/02/2024	IA	TB	EA comments

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1 Introduction

1.1 Site history / background

1.1.1 Oaktree Environmental Ltd have prepared a Noise & Vibration Management Plan (NVMP) for their site situated at Simonswood Industrial Estate, Stopgate Lane, Simonswood, Knowsley, Merseyside, L33 4YB. This to accompany a separate Noise Impact Assessment (NIA) which will be sent as part of the variation of permit application for the addition of a wash plant in conjunction with this report.

1.1.2 CCC Waste Management are the operator of the proposed site. The site currently operates under a Waste Management License 438/01 under the permit No. EPR/GB3805TM.

1.1.3 Processing of waste including use of an excavator/trucks and crushing/screening of waste.

1.1.4 This NVMP will therefore assess further risks arising from the section above and allow Simonswood Properties Limited to provide mitigation measures. The measures outlined in this NVMP will be put in place by site management of Simonswood Properties Limited to ensure noise and vibration is controlled using Best practicable means (BPM) to ensure the receptors listed in Section 2.2 below are not affected by the above proposals.

1.1.5 Contact details for Oaktree Environmental are as follows:

Oaktree Environmental Ltd	Contact:	Thomas Benson
Lime House	Position:	Principal Consultant
2, Road Two	Tel:	01606 558833
Winsford Industrial Estate		
Winsford CW7 3QZ	E-mail:	thomas@oaktree-environmental.co.uk

1.2 Site location

1.2.1 The site is located and accessed off Stopgate Lane, Simonswood, LL33 4XY as shown on Drawing No. 2358-004-03 & 04.

1.2.2 The site is predominantly located in an industrial area with commercial/industrial land uses surrounding the site from all sides.

1.2.3 The nearest noise sensitive receptors would be considered to comprise those off Stopgate Land and Sidings Lane located approximately 205m north of the site both a similar distance except those dwellings located off Sidings Lane are located more northwest of the site.

1.3 Facility overview

1.3.1 This NVMP accompanies a Noise Impact Assessment (NIA) which has been produced due to the proposed variations the operator is seeking approval for off the Environment Agency (EA).

1.4 Hours of operation

1.4.1 The site will be operated in accordance with the following hours:

- **Monday-Friday- 07:00-18:00**
- **Saturday- 07:00-13:00**
- **Sunday/Bank holidays- Closed.**

1.4.2 If the site is closed or not in operation for any reason, the gates will be locked and secured to prevent unauthorised vehicular and/or pedestrian access and a 24-hour security presence will be maintained to monitor waste and product stores.

2 Sensitive Receptors

2.1 Site receptors

2.1.1 The receptors are detailed in the table below with approximate distances to them. Receptors which are over 500m have not been included within the table below as it is considered that they will not be affected by any noise pollution arising from the site. The Newbridge Farm Park Houses have not been included in the NIA as the site is surrounded by a 4m hight bund and a large open area of field of which there is another industrial business in between these residential dwellings and the site labelled Draper R Ltd topsoil and aggregates, which is likely going to mask any faint industrial noise form the subject site.

Table 2.1 – Distances to Selected, Representative Sensitive Locations

Boundary	Receptor	Approximate distance from centre of site (m)
North	Residential properties on Sidings Lane	205
North West	Residential properties on Stopgate Lane	200
N*orth West*	Newbridge Farm Park Homes	5*00*

2.2 Other noise sources

2.2.1 Other industrial / commercial land uses which will contribute to the background noise level are tabulated below.

Table 2.2 – Other Noise Emitting Operators

Company	Address	Type of Business	Approximate distance & location from site (m)
DFDS	Stopgate Lane, Liverpool, L33 4YB	Logistics Company	290/Northwest
Puratos	Stopgate Lane, Simonswood, Liverpool, L33 4YB	Manufacturing Company	280 /north west
L.E.L Civils Ltd	Simonswood Industrial Estate, Stopgate Lane, Kirkby, Liverpool, L33 4YA.	Plant and machinery hire	550/ west

Company	Address	Type of Business	Approximate distance & location from site (m)
Draper R Ltd top soil and aggregates	12 Barrow Nook Lane, Bickerstaffe, Ormskirk L39 0ET	Topsoil Supplier	500/ northeast.

2.2.2 Other sources of noise comprise of other industrial/commercial that are within the vicinity with background noise of birdsong and noise generated by other vehicle movements on other nearby road networks.

3 Noise Management and Controls

3.1 Noise Sensitive Receptors

3.1.1 The site lies between industrial and commercial land uses with the nearest sensitive receptor being residential properties which are located 200-205m from the site. The layout of the site has been planned to contain all the required operations and activities within the site, thus limiting the impacts from noise on the above receptors.

3.1.2 In terms of potential noise impact, whilst the development proposed will be operated using the Best Practicable Means at all times, this site-specific NVMP has been prepared in order to ensure the noise levels at the site can be managed appropriately and reduce any impact on the surrounding receptors.

3.2 Noise Sources

3.2.1 The main sources of noise which could arise from the site operations are as follows:

a) Skip lorries/HGVs travelling to and from the site for delivery / collection of vehicle waste in loose and skip form.
b) Use of the Excavator and the shovel for manoeuvring aggregate wastes around site.
c) Use of the mobile screener and crusher (not operated on weekends).
d) Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading of feedstock averages.
e) Loading of waste into mechanical treatment plants i.e., wash plant, screener, crusher etc.
f) Use of wash plant (Upon speaking to site management the plant item as part of the wash plant that is the loudest is the Log wash).
g) Loading of waste into containers for storage on site and into articulated vehicles for removal off site
h) Manoeuvring of mobile plant around external areas of the site
i) Small vehicles travelling to and from the site (e.g., staff and visitor's cars, courier van deliveries etc.)
j) Repairs

3.3 Existing Fixed Mitigation Measures

3.3.1 In addition to the management controls within the table below, the site benefits from several fixed mitigation measures. These are detailed extensively within the NIA, however these include:

- The northern, eastern and southern perimeter of the site is surrounded by 4m high bunding (With approximately 40ft conifers above)
- A number of buildings located on site which provide a screening from the treatment plant/wash plant to the residential receptors.
- 4m Legio block concrete walls which outline the storage bays.

3.4 Noise Management Table

3.4.1 A site-specific NVMP table overleaf details the above noise sources and how the current and proposed infrastructure on site will reduce the impact of noise to surrounding properties.

3.4.2 In addition to the existing controls in this NVMP, the complaints procedure further discussed in section 4 will be used if any noise complaints are received. If a noise complaint is received and the applicant has been made aware, immediate action will take place reviewing and identifying whether any changes to existing procedures are required or if new procedures need to be put in place. Any changes which may be required will be implemented immediately.

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
A = Skip lorries/HGVs travelling to and from the site for delivery / collection of vehicle waste in loose and skip form	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	Medium	Engines will be switched off when the vehicles are not being used. Waste deliveries and collections will only be permitted during the operational hours with no works on Sundays or Bank/Public Holidays. These hours are considered 'normal' working operational hours in an area dominated by industry. The existing access road to the operational area site will be maintained in good state of repair to prevent unnecessary noise being generated. All skip lorries operated by Simonswood Properties Limited be fitted with chain socks in order to reduce the noise produced by the loose chains banging on the side of the skip. Implementation of a 5mph speed limit onsite. Drivers must lower the tipper body before driving away from the tipping area. All drivers are required to enter and exit the site with due consideration for neighbours. Drop heights will be a maximum 1m from the ground to allow for clearance of the relevant vehicle. Management will ensure that all vehicles involved in the tipping of waste operated by Simonswood Properties Limited are functioning suitable i.e., vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. The proposed use of the HGV servicing building will ensure this policy is followed strictly. All mobile plant and other vehicles used will benefit from white noise reverse alarms. A no idling policy will be in place and staff/third party drivers will be told not to rev engines.	Low due to background noise levels being high

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
B = Tipping and loading of waste into tipping areas, storage bays at the site including their loading and unloading	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	• Vehicles must be well maintained and operated with silencers. Moving parts to be regularly lubricated. • All vehicles must be driven slowly around the site (5mph site speed limit). • Engines to be switched off when not in use. • Reversing alarms to be preferentially fitted with white noise alarms to minimise impacts on neighbouring sites. • No shaking of vehicle bodies whilst raised.	Low due to background noises being high.
C= Operation of loading plant (i.e., wash plant/screening/ crushing) Including operation of treatment plant.	See Section 2.2	Noise pollution	Medium	Continuous (Low Pitch)	High	Refer to the above actions shown in A and additional actions/proposals are shown below. The loading of waste into the treatment plants is done using a 360^0 grab/crane/loading shovel meaning the material can be inserted into the plant with minimal drop height to prevent any crashing, banging or vibration. It is proposed to operate this machinery during the operational hours which are not considered unsociable hours. Management will ensure that all loading plant operated by Simonswood Properties Limited is functioning suitably i.e., moving parts to be regularly lubricated. Operatives will be informed to turn off engines of the mobile plant when it is not in use and no revving of engines will be permitted at the site. Any malfunctions in plant i.e., missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced. The vast majority of the processing will be undertaken using the wash plant and therefore mobile crushing and mobile screening is likely to take place to 1 -2 days a week as a maximum. The mobile crusher and mobile screener will not be operated on weekends i.e. they will only be operated on weekdays.	Low

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
E = Loading of waste into containers for storage on site and into articulated vehicles for removal off site	See Section 2.2	Noise pollution	Medium	Infrequent (High Pitch)	High	Refer to the above actions shown in A and additional actions/proposals are shown below. Site management have instructed the grab operators to load the containers by placing the material in them rather than dropping it. Site management also closely monitoring the staff loading the material continuously (in addition to the daily monitoring) to make sure that the revised loading operations are carried out. Management will ensure that all loading plant operated by Simonswood Properties Limited is functioning suitably i.e., moving parts to be regularly lubricated. Operatives will be informed to turn off engines when the plant is not in use and no revving of engines will be permitted at the site. Any malfunctions in loading plant i.e., missing screws/bolts which result in excessive noise will be de-commissioned until an alternative loading plant sourced.	Low
F= Manoeuvring of mobile plant around external areas of the site	See Section 2.2	Noise pollution	Low	Intermittent (Low Pitch)	Med	Refer to the above actions shown in A and additional actions/proposals are shown below. Management will ensure that all site vehicles operated by Simonswood Properties Limited are functioning suitable i.e., vehicles must be well maintained and operated with silencers and moving parts to be regularly lubricated. All manoeuvring areas using mobile plant are surfaced with impermeable concrete and unmade ground which is generally flat and well maintained to prevent unnecessary banging of vehicles on uneven ground leading to excessive vibration.	Low
G = Small vehicles travelling to and from the site (e.g., staff and visitor's cars, courier van deliveries etc.)	See Section 2.2	Noise pollution	Low – Very Low	Intermittent (Low Pitch)	Low	All those working on and visiting the site to be made aware of need for considerate driving and keeping vehicles well maintained. Small vehicles are not considered to be an issue in relation to excessive noise which could cause a complaint. Implementation of a 5mph speed limit onsite. All drivers are required to enter and exit the site with due consideration for neighbours.	Very Low / Negligible

Source(s)	Receptor(s)	Consequence	Magnitude of noise source	Characteristic of noise source	Probability of noise disturbance	Remedial Action / Recommendations / Comments	Assessment Outcome following actions / recommendations
H = Repairs	See Section 2.2	Noise pollution	Very Low	Occur at a specific time (Low Pitch)	Low	If repairs to the site are required, the work is to be undertaken with due regard for the possible noise nuisance and during working day hours. In the event of major repair work being undertaken which is likely to cause significant noise and disruption, neighbouring residents and the Environment Agency will be notified in advance and would not commence without agreement unless in extenuating circumstances i.e., to minimise a fire occurring.	Very Low / Negligible
I = Site-specific noise measures	See Section 2.2	Noise pollution	Very Low	Variable (Low pitch and/or High pitch)	Medium	Although the site is operational between 07:00-18:00 (Mon-Fri) and 07:00 – 13:00 (Sat) it will implement the following mitigation measures: • The site will be screened by legio block bays for material storage, 4m high acoustic bunding and adjacent buildings.	Low / Very Low

3.4.3 In addition, site management have confirmed that very rarely the use of mobile crushers/screeners may take place at the site. The vast majority of the processing will be undertaken using the wash plant and therefore this may take place to 1 -2 days a week as a maximum.

3.5 Monitoring

3.5.1 It is proposed that any offsite monitoring would primarily comprise the subjective onsite observations by site management. Given that the noise assessment has determined that proposed noise levels associated with the proposed operations are unlikely to significantly exceed the background level it is difficult to justify the requirement to undertake routine pro-active offsite monitoring.

3.5.2 The background measurements taken indicated, the main contributor to background noise levels comprised of constant road traffic from Stopgate Lane to the north. Additional contributors also include birdsong, movements associated with local residents and noise arising from the service station to the west and industrial noise which is in all directions relating to the locations of the sensitive receptors.

3.5.3 To ensure that the background monitoring survey is representative of existing noise climate in the vicinity of the noise sensitive receptors in the absence of the activities associated with the operator, it was agreed with site management that waste related activities would cease for several hourlong periods whilst monitoring was undertaken. Attended monitoring of the background was undertaken during two different periods one being during the morning on Thursday 04/01/2024 (07:00 – 11:00) and the other being Saturday on the 06/01/2024 (07:30 – 11:30).

3.5.4 Locations chosen for the Noise monitoring points (NMP A and NMP B) were chosen to be representative of the nearest noise sensitive receptors.

3.5.5 NMP A was located within the soft landscaping area to the front of the properties off Sidings Lane, between the dwellings and the hardstanding's of the residential property and the field opposite.

3.5.6 NMP B was located just off Stopgate Lane at the residential property 1 Stopgate Lane which appeared to be a residential property amongst an equestrian facility with surrounding farm buildings.

3.5.7 Considering the nature of the background noise survey (i.e during pre-agreed shutdowns/ training periods of already existing facility), attended measurements were undertaken as a pose to unattended measurements.

3.5.8 It would seem reasonable to propose that noise levels are subjectively monitored by site management. Site management will be able to monitor noise levels throughout the day whilst onsite and would notice a rise in noise levels because of plant failure, staff negligence, incompatible loads, or other extenuating circumstances. If site management identify these issues, the operator they can then take steps to remedy the situation (i.e., cease the activity if needed). Should a noise a complaint be received, site management would review the nature of the complaint, and should it be deemed necessary (i.e., numerous complaints relating to a particular item of plant) then an investigation may be commenced, and advice sought from a professional acoustician.

3.6 Recording

3.6.1 Site management will record complaints in the site diary or complaints report from in Appendix II and contract the EA within 24 hours if a complaint is received.

3.6.2 Site management will be required to make a note of any unavoidable events such as plant failure, in the site diary, rather than just actual complaints received and notify the EA within 24 hours. This will ensure that if complaints are received retrospectively from either the EA or directly, any circumstances which led to that complaint as a result of elements outside of the operator's control would be able to be attributed (or, at least, in part) to the cause of the complaint. Where all appropriate measures fail to prevent an activity causing unacceptable levels of noise pollution, the activity will be stopped.

3.7 Emergencies

3.7.1 In the event of any unforeseen circumstances i.e., faulty equipment, the site manager will make an assessment of whether to cease activities/all operations with the main emphasis on site will be to reduce any noise impacts.

4 Actions when complaints are received.

4.1 Complaints procedure

4.1.1 If any noise complaints are received, site management will complete a 'complaints and events log' and detailed individually on the complaints form (in Appendix II), both of which will be kept for inspection on request by the LA, EA or third parties. Details of information to be completed are dates, nature of complaint, weather conditions at the time of the complaint, investigation details, action taken and a signature (as a minimum).

4.1.2 Noise complaints will be prioritised and investigated without delay or by end of working day only in extenuating circumstances. This will also apply to complaints received both directly and via other sources (e.g., EA or local authority). Where investigation substantiates the complaint, fully or partially, then remedial action will be taken immediately and if measures taken fail to stop the pollution, then the activity must be stopped and not restarted unless and until additional measures have been implemented to prevent the emission causing pollution. The EA will be contacted in the event the complaint cannot be escalated. Following a complaint and if it is deemed correct following investigation, the appropriate action will be taken to prevent the issue from reoccurring i.e., evaluation of current abatement measures, site operations, additional abatement measures and re-training of staff via toolbox talks.

4.1.3 The operator will make a note of any unavoidable events plant/equipment malfunctions in the site diary, rather than just actual complaints received. This will ensure that if complaints are received retrospectively from either the Council/EA or third parties, any circumstances which led to that complaint as a result of elements outside of the operator’s control would be able to be attributed to the cause of the complaint.

4.1.4 It must be noted that the site lies adjacent to several noisy properties to the north, so in the event of a complaint, the operator will substantiate the complaint to identify whether the complaint is valid. If the complaint is valid, the site will implement the

complaint procedures check and if required, amend site operations, and provide additional attenuation around the site. This would typically involve using a level 2 sound meter and comparing this information from the background levels recorded from the recent Noise Impact Assessment.

4.1.5 If the source cannot be ascertained with 100% confidence, site management will either suspend or reduce the likely noise generating activities, i.e., mechanical treatment plant comprising wash plant, screener, crusher etc…

4.1.6 If the source is within the site's control, site management will take appropriate action to ensure the issue has been rectified. This may take the form of the following:

a) Investigating the source to prevent a re-occurrence.
b) Suspending operations which are giving rise to excessive noise due to potential plant malfunction.
c) Investigate noise mitigation measures.
d) Logging findings of a – c in the site diary / complaints form and also in the reporting template within the EP.
e) Report actions to the complainant and/or EA within 24 hours.
f) If following the above complaints are still received, the site will cease operations until the issues have been rectified.

4.1.7 The EA will be notified by email of any third-party noise complaints received within 24 hours including the complainant and the outcome of the investigation. Where complaints are substantiated as causing or likely to cause significant noise pollution, then the EA will be notified.

4.2 Complaints recording

4.2.1 Any complaints received in relation to noise and vibration will be recorded on the form shown in Appendix II. This form will normally be completed, signed and dated by site management, if they are not available, another suitably trained staff member.

4.2.2 The following details as a minimum will be completed on the form:

a) The name, address and telephone number of the caller will be requested.

b) Each complaint will be given a reference number.

c) The caller will be asked to give details of:

- the nature of the complaint.
- the time.
- how long it lasted.
- how often it occurs.
- is this the first time the problem has been noticed; and,
- what prompted them to complain.

d) The person completing the form will then, if possible, make a note of:

- the weather conditions at the time of the problem (rain snow fog etc.)
- strength and direction of the wind; and,
- the activity on the installation at the time the noise, dust or odour was detected, particularly anything unusual.

e) The reason for the complaint will be investigated and a note of the findings added to the report.

f) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

g) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the appropriate department of the EA or Local Council.

h) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

5 Training

5.1 Training regime

5.1.1 All employees and sub-contractors of Simonswood Properties Limited involved with potentially noisy operations will receive training in noise and vibration monitoring and complaint reporting.

5.1.2 Training will be given to all relevant persons to make sure they are competent in completing noise and vibration survey forms, noise and vibration complaint report forms and the site diary to ensure sufficient monitoring of noise and vibration can be carried out and any problems addressed correctly.

5.1.3 When selecting new plant and equipment, consideration shall be given to the need to meet all legislation and statutory guidance on noise levels and to minimise levels of noise from selected equipment.

5.2 Vehicle / plant preventative maintenance training

5.2.1 This training is provided specifically for the vehicle and plant operators in order to ensure that all plant and machinery is checked regularly to prevent any occurrences which may lead to any adverse impacts on the environment or human health.

5.2.2 Training will be based on the preventative maintenance schedule supplied by the plant/equipment manufacturer.

5.2.3 The same training will be provided to senior management enabling a dual-level maintenance programme.

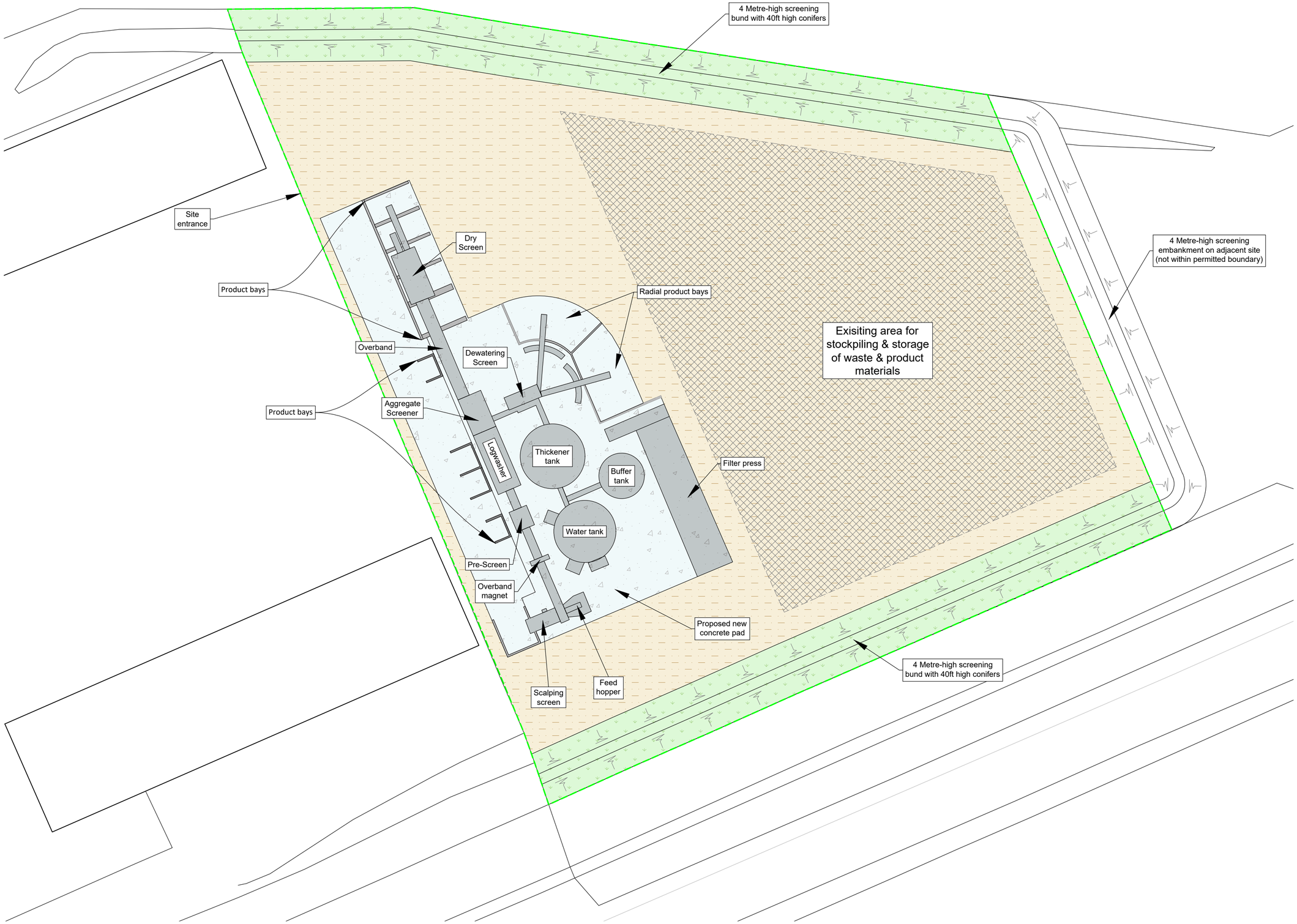
5.3 Liaison with Neighbours

5.3.1 In the extreme event of a significant, but temporary, increase in noise and vibration from the site, neighbours will be contacted to advise them of the occurrence and action being taken to remediate the issue on site.

5.3.2 An open-door policy will be encouraged by the operator to enable any complaints from neighbouring premises (if received) to be dealt with immediately. The complainant will then be supplied with remedial actions taken and any procedures or measures put in place by the operator to reduce or ideally eradicate the likelihood of a subsequent complaint.

Appendix I

Drawings



NOTES

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REVISION HISTORY

Rev:	Date:	Init:	Description:
-	20.10.22	JH	Initial drawing
A	07.11.22	JH	Client comments
B	12.01.24	IA	Drawing amendments

KEY:

- Permit boundary
- Concreted areas (within permit boundary)
- Stone surface (free-draining)
- Unsurfaced/landscaped areas

N

Scale Bar (1:500)

0 m 5 10 15 20 25 m

Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants

DRAWING TITLE
SITE LAYOUT PLAN

CLIENT
Simonswood Properties Ltd

PROJECT/SITE
Simonswood Industrial Estate, Stopgate Lane, Simonswood, Knowsley, Merseyside, L33 4YB

SCALE @ A2	CLIENT NO	JOB NO
1:500	2358	003

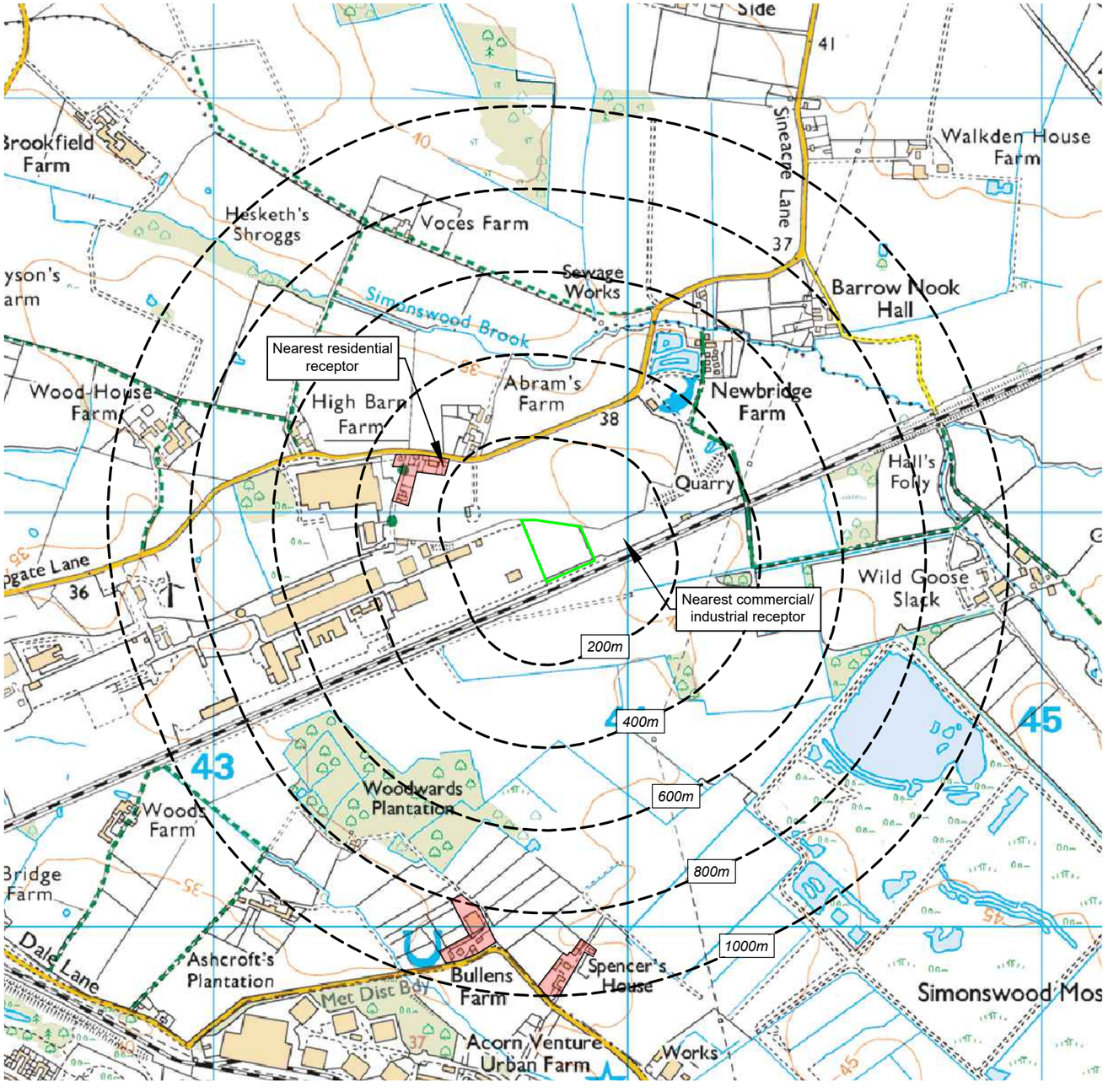
DRAWING NUMBER	REV	STATUS
2358-003-03	B	Issued

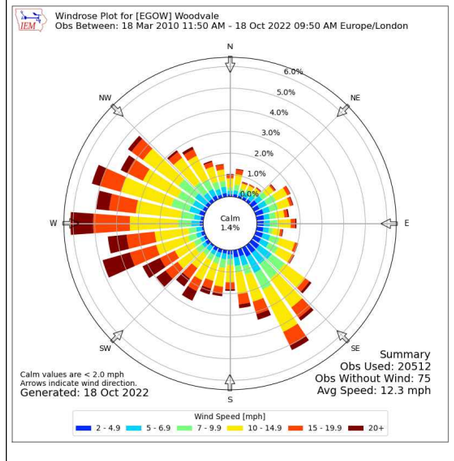
DRAWN BY	CHECKED	DATE
JH	RS	12.01.24

Lime House, Road Two, Winsford, Cheshire, CW7 3QZ
t: 01606 558833 | e: sales@oaktree-environmental.co.uk

KEY:

- Permit boundary
- Main River
- Surface water body (river / stream / pond / pool / lake)
- Workplaces (includes agriculture industry, commerce and retail)
- Areas with mix of residential, retail and commercial properties
- Residential blocks
- Class A roads
- Class B roads
- Class C roads
- Railway line
- Woodland areas





Compass Wind Rose for Woodvale (EGOW)
Period 2010-2022
- source: Iowa State University

Scale Bar (1:12,500)

0 km 500 m 1 km

NOTES

1. Boundaries are shown indicatively.
2. Wind rose data shows the prevailing wind direction to be Southerly.

REVISION HISTORY

Rev:	Date:	Init:	Description:
-	23.11.22	IA	Initial drawing

Oaktree Environmental Ltd
Waste, Planning and Environmental Consultants

DRAWING TITLE
RECEPTOR PLAN

CLIENT
Simonswood Properties Ltd

PROJECT/SITE
Simonswood Industrial Estate, Stopgate Lane, Simonswood, Knowsley, Merseyside, L33 4YB

SCALE @ A3	CLIENT NO	JOB NO
1:12,500	2358	003

DRAWING NUMBER	REV	STATUS
2358-003-04	-	Issued

DRAWN BY	CHECKED	DATE
IA	IA	23.11.22

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Appendix II

Complaints Report Form

COMPLAINTS PROCEDURE

1) Any complaints received in relation to noise and vibration will be recorded on the form below. This form will normally be completed, signed and dated by the site operator, if they are not available, the Office Manager will complete the form.

2) The name, address and telephone number of the caller will be requested.

3) Each complaint will be given a reference number.

4) The caller will be asked to give details of:
   - the nature of the complaint.
   - the time.
   - how long it lasted.
   - how often it occurs.
   - is this the first time the problem has been noticed; and,
   - what prompted them to complain.

5) The person completing the form will then, if possible, make a note of:
   - the weather conditions at the time of the problem (rain snow fog etc.)
   - strength and direction of the wind; and,
   - the activity on the site at the time the noise was detected, particularly anything unusual.

6) The reason for the complaint will be investigated and a note of the findings added to the report.

7) The caller will then be contacted with an explanation of the source of the complaint if identified and the action taken to prevent a recurrence of the problem in future.

8) If the caller is unhappy about the outcome or unwilling to identify themselves the caller will be referred to the EA.

9) Following any complaint, the complaints procedure will be reviewed to see if any changes are required or if new procedures need to be put in place.

Complaints Report Form	
Date Recorded	Reference Number
Name and address of caller	
Telephone number of caller	
Time and Date of call	
Nature of complaint (Noise, vibration) (Date, time, duration)	
Weather at the time of complaint (Rain, snow, fog, etc.)	
Wind (strength, direction)	
Any other complaints relating to this report	
Any other relevant information	
Potential reasons for complaint	
The operations being carried out on site at the time of the complaint.	
Follow Up	
Actions taken.	
Date of call back to complainant	
Summary of call back conversation	
Recommendations	
Change in procedures.	
Changes to Noise & Vibration Management Plan	
Date changes implemented	
Form completed by	
Signed	
Date completed	