Harlestone Inert Landfill

784-B043007

Dust Management Plan

Environmental Permit Application

Mick George Limited

May 2024

Document prepared on behalf of Tetra Tech Limited. Registered in England number: 01959704

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1.0 INTRODUCTION

1.1 REPORT CONTEXT

1.1.1 This document has been prepared by Tetra Tech on behalf of the operator, Mick George Limited (Mick George) as part of an environmental permit application for their facility at Harlestone Inert Landfill (the site), Harlestone Road Northampton NN7 4EW.

1.1.2 To facilitate the restoration of the site as proposed under a planning application, Mick George are seeking to gain a bespoke waste disposal permit for the permanent deposit of inert waste at the site. This activity would facilitate the infilling and restoration of the quarry void that will be created following mineral extraction activities at the site. The restoration comprise of will reinstating the agricultural land to its previous status and aim to increase the natural value of the local environment.

1.1.3 The Environment Agency's (EA) 'Control and Monitor Emissions for your Environmental Permit' guidance indicates that a Dust Management Plan (DMP) must be prepared to support an application that comprises the '*disposing of household, commercial or industrial waste in a landfill*'.

1.1.4 As such, this DMP has been prepared in accordance with the EA's 'Dust & Emission Management Plan' template (Version 10, October 2018).

1.1.5 This DMP is a working document, intended to be used as a reference document for operational staff on a day-to-day basis. Mick George will implement the plan to ensure that all reasonable measures are taken to control dust emissions, and in the event that an adverse impact is caused, prompt action will be taken to identify the source and apply corrective measures. It provides a schedule of actions that will be taken to minimise dust impact and details site management procedures for the management and monitoring of dust.

2.0 SITE DESCRIPTION

2.1 SITE SETTING

2.1.1 The site is located approximately 5.4km northeast from the city centre of Northampton and is centred at approximate National Grid Reference (NGR) SP 70652 63914. The site location and proposed application boundary is shown on Drawing Number H40/2/22/02.

2.1.2 Access to the site will be gained via an unnamed road off Harlestone Rd located to the south east of the site. The immediate surroundings of the site is predominantly agricultural with an area of deciduous woodland to the north and an inert landfill site to the south known as Harlestone Quarry which is currently regulated under an environmental permit (reference EPR/VP3592NN) that's registered to Barton Plant Limited.

2.1.3 According to DEFRA's 'AQMA Interactive Map', the site is not situated in or within 2km of a designated Air Quality Management Area (AQMA) for particulate matter (PM10), Nitrogen Dioxide (NO2) or Sulphur Dioxide (SO2).

2.1.4 Further details regarding the environmental setting of the site are provided in the Environmental Setting and Site Design (ESSD) report that has been prepared to support this application. A copy of the ESSD is provided as Appendix C of the Environmental Permit Application.

2.2 PERMITTED ACTIVITIES

2.2.1 The proposal comprises the importation of inert waste for infilling of the quarry void that would be created following mineral extraction activities at the site. The works would be completed in accordance with the proposed restoration plan (Drawing Number H40 2 22 04) that was submitted as part of a planning application to Northamptonshire County Council (NCC).

2.2.2 It is considered that the proposed activities at the site would fall under the following Recovery and Disposal codes shown in Table 1, provided for in Annex II to Directive 2008/98/EC of the European Parliament and The Council of 19th November 2008 Waste.

Table 1:Proposed R/D Codes

R/D Code	Activity Description
D1	Deposit into or on to land (e.g. landfill, etc.)

2.3 WASTE TYPES

2.3.1 Wastes accepted at the site would be strictly inert as classified under the Landfill Directive (1999/31/EC) and Council Decision (2003/33/EC) of 19th December 2002 'establishing criteria and procedures for the acceptance of waste landfills.'

2.3.2 Inert waste is defined in Article 2 of the Landfill Directive 1999/31/EC as follows: -

'Inert waste' means waste that does not undergo any significant physical, chemical, or biological transformations. Inert waste will not dissolve, burn or otherwise physically or chemically react, biodegrade or adversely affect other matter with which it comes into contact in a way likely to give rise to environmental pollution or harm to human health. The total leachability and pollutant content and the ecotoxicity of its

leachate are insignificant and, in particular, do not endanger the quality of any surface water and/or groundwater.

2.3.3 Table 2 lists those wastes that may be accepted at the site which do not require Waste Acceptance Criteria (WAC) testing under Council Decision (2003/33/EC), provided that they are inert and from a single source only (mixed loads from more than one site cannot be accepted without testing). Details regarding the restrictions that will be implemented for the proposed waste types are provided in the Operating Techniques (Appendix B of the Environmental Permit Application).

Table 2: Proposed Waste Types that Do Not Require Testing

EWC Code	Description
01	**WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS**
01 04	**Wastes From Physical And Chemical Processing Of Non-Metalliferous Minerals**
01 04 08	Waste Gravel And Crushed Rocks Other Than Those Mentioned In 01 04 07
01 04 09	Waste Sand And Clays
17	**CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOILS FROM CONTAMINATED SITES)**
17 01	**Concrete, Bricks, Tiles And Ceramics**
17 01 01	Concrete
17 01 02	Bricks
17 01 03	Tiles And Ceramics
17 01 07	Mixtures Of Concrete, Bricks, Tiles And Ceramics Other Than Those Mentioned In 17 01 06
17 05	**Soil (Including Excavated Soil From Contaminated Sites) Soil And Dredging Spoil**
17 05 04*	Soil And Stones Other Than Those Mentioned In 17 05 03
19	**WASTES FROM WASTE MANAGEMENT FACILITIES, OFF-SITE WASTE WATER TREATMENT PLANTS AND PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION / INDUSTRIAL WASTE**
19 12	**Wastes From The Mechanical Treatment Of Wastes**
19 12 09	Minerals (For Example Sand, Stones)
20	**MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES INLCUDING SEPARATELY COLLECTED FRACTIONS**
20 02	**Garden And Park Wastes**
20 02 02	Soil And Stones

**Selected construction and demolition waste with low contents of other types of materials (like metals, plastic, soil, organics, wood, rubber etc). The origin of the waste must be known.*

- No C&D waste from construction, polluted with inorganic or organic dangerous substances e.g. because of production processes in the construction, soil pollution, storage and usage of pesticides or other dangerous substances etc., unless it is made clear that the demolished construction was not significantly polluted.

- No C&D waste from constructions treated, covered or painted with materials, containing dangerous substances in significant amounts.

- The origin of the wastes must be known and they will have low contents (<5% by mass per load of other types of materials (like metals, plastics, soil, organics, wood, rubber, etc).

2.4 WASTE QUANTITIES

2.4.1 A volume of 530,000m^3 cubic metres of imported material (or 848,000 tonnes using a conversion factor of 1.6

m^3/tonne) is required to restore the site and it is proposed that up to 250,000 tonnes of material would be brought to the site each year over a course of 4 years.

2.5 WASTE STORAGE

2.5.1 There is no intention to store any waste on site prior to use as part of the infilling and restoration activities. Any waste that's accepted at the site will be directed to the current working face of the site, where it will be unloaded from the vehicle and used immediately as part of the infilling activities.

2.6 OPERATING HOURS

2.6.1 It is proposed that site operations would be limited to the following hours:

2.6.2 It is proposed that site operations would be limited to the following hours:

- Monday – Friday: 07:00 – 18:00
- Saturday: 07:00 – 13:00

2.6.3 No operations will be undertaken on Sundays or Bank/Public Holidays.

2.6.4 HGV's will only depart the site during the following hours:

- Monday – Friday: From 06:00

2.7 PLANT AND EQUIPMENT

2.7.1 The infilling and restoration work at the site will use mobile plant equipment and will mainly comprise a 360 excavator and a loading shovel. In addition, a weighbridge and wheel wash shall be in place and will be used to facilitate the proposed waste activities.

2.7.2 Due to ongoing changes and development in technology, the brand, make, model and specification of the plant and equipment that is used on site is expected to vary throughout the operational life of the facility. Despite this, Mick George will ensure that all non-road going mobile plant have a minimum Stage IV emission rating and road going vehicles will have a minimum emission rating of Euro VI. As such, the brand, make, model and specification of the mobile plant and equipment that will be used on site is expected to vary throughout the operational life of the facility.

2.7.3 Only personnel who are trained and licensed to operate equipment and carry out maintenance will do so.

2.7.4 All plant and equipment will be maintained in accordance with a preventative maintenance programme which will be defined by the manufacturer's requirements. This will ensure that the integrity and operational efficiency of all plant and equipment is maintained and therefore minimise the risk of mechanical failure which may result in increased dust emissions. This particular programme forms part of the site's Environmental Management System.

2.7.5 In addition, all plant and equipment will be visually inspected on a daily basis by the Site Manager (or a nominated deputy) prior to use. The purpose of this inspection is to identify any signs of defects that may affect the integrity and operational efficiency of the plant.

2.7.6 In the event that a defect is identified on any item of plant or equipment, the use of the plant/equipment will be suspended until the necessary remedial works have been undertaken.

2.7.7 As part of the works, a series of bunds, will be developed along the perimeter of the application site using topsoil and overburden soils (as shown on Drawing Number H40/2/22/03). Although these bunds are not

intended for dust management, Mick George understand that the bunds may be a potential source for dust and therefore intend to implement control measures which are detailed in Table 4 of this document.

2.8 DUST SENSITIVE RECEPTORS

2.8.1 Receptors within 1km of the proposed application boundary have been listed in Table 4 and are shown on (Drawing Number MGL/B043007/REC/01).

Table 3: Sensitive Receptors Within 1km of The Site

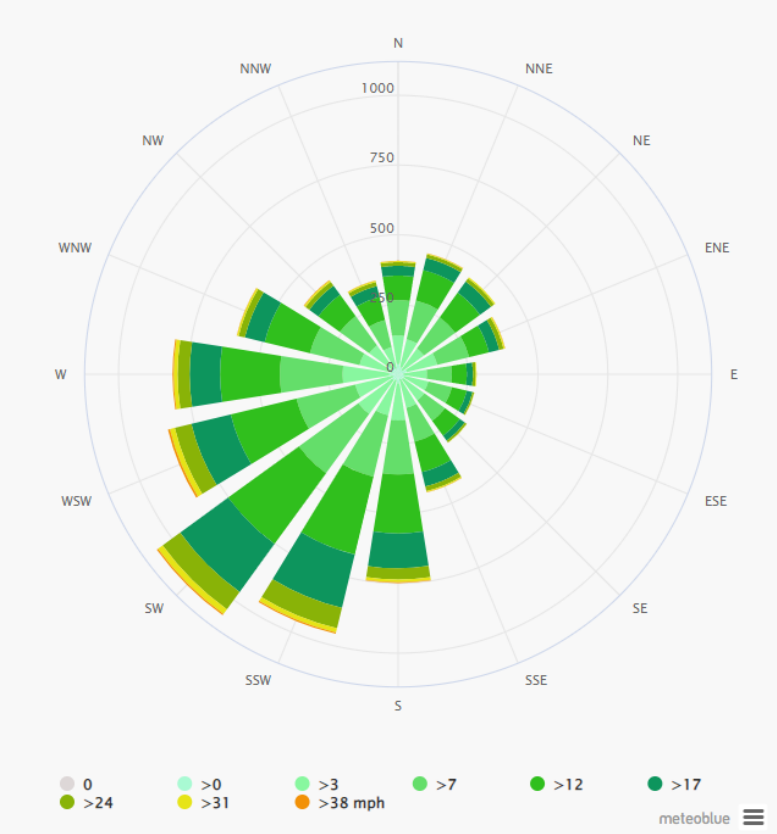
ID	Receptor	Direction from Operational Area	Minimum Distance from the Permit Application Boundary (approx. m)
Domestic Dwellings			
1	Properties off Harlestone Road	NE	158
2	Residential Area of Duston	SE	715
3	Residential Area of Harlestone	W	495
4	Properties of Lower Harlestone	NW	495
5	Properties of Upper Harlestone	W	870
6	Mill Farm	NE	540
7	Properties off Port Road	SE	709
8	Property off Dave Brickwood Way	N	315
Commercial and Industrial Premises			
9	Dobbies Garden Centre	SE	380
10	Lift Removal Contractor	W	730
11	Lodge Farm Industrial Estate	SW	1,000
12	Harlestone Quarry (inactive landfill)	SE	Adjacent
13	The Forge	N	350
14	Rich Wilson Motors	NE	700
Schools / Hospitals / Shops/ Amenities			
15	Harlestone Primary School	N	535
16	The Boat House	NW	600
17	Gamekeepers Cottage	N	175
18	Upper Harleston Cricket Fields	NW	795
19	Northampton Golf Club	NW	830
20	St Andrews Church	NW	840
21	Fox and Hounds Lower Harlestone	NE	270
22	Danny Tompkins Chef	SE	870
23	Vintage HQ	SE	820
24	East Lodge	NE	175
25	Harlestone Manor Parish	N	295
26	Harlestone Village Institute	NW	780

Highways or Minor Roads			
27	A428	E	230
Priority Habitats			
28	Deciduous Woodland (New Plantation)	N	Adjacent
29	Deciduous Woodland (Pale Plantation)	N	50
30	Deciduous Woodland (Dudmans Plantation)	N	Adjacent
31	Deciduous Woodland	N	265
32	Deciduous Woodland (Kennels Plantation)	NW	320
33	Deciduous Woodland (Ellis' Pit Plantation)	NW	315
34	Deciduous Woodland (Round Oak Plantation)	S	355
35	Deciduous Woodland off Whites Lane	S	715
36	Deciduous Woodland (Slatepit Plantation)	S	250
37	Deciduous Woodland (Grove Hole)	NW	220
Sensitive Land Uses .e.g., Allotments			
38	Allotments	W	780
Surface Water e.g. rivers and streams			
39	Fish Pond	N	520
40	Pond	NE	470
41	Pond	SW	220
Groundwater (sensitivity)			
According to the Multi-Agency Geographic Information for the Countryside's (MAGIC) website, the site is not located within a Groundwater Source Protection Zone however, it is overlying a High Groundwater Vulnerability Area. In addition, the MAGIC website shows that the application site overlies a Secondary A aquifer.			

2.8.2 The prevailing wind direction will determine which receptors will be affected and at what frequency.

2.8.3 Meteorological data has been used from Harlestone from www.meteoblue.com which is considered to be representative of conditions within the vicinity of the application site. According to the wind rose data for the area, the prevailing wind direction in the local area is from the south west (SW) as shown in Figure 1 below.

Figure 1:Prevailing Wind Direction for Harlestone



2.8.4 As such, areas at most risk from dust emissions, should it occur, are therefore located northeast of the site.

2.8.5 As noted in Table 4, there are surface water features within 1km of the site. According to the EA's 'Dust & Emission Management Plan' template, surface water and groundwater are not identified as receptors that are susceptible to the adverse effects of exposure to high levels of dust and particulates. As such, these receptors are not considered further in this DMP.

3.0 DUST AND PARTICLE MANAGEMENT

3.1 RESPONSIBILITY FOR THE IMPLEMENTATION OF THE DMP

3.1.1 The implementation and dissemination of this DMP will be the responsibility of the Site Manager, supported by other staff. The Site Manager can delegate certain tasks as required, although ultimate responsibility will remain with them.

3.1.2 A nominated deputy will be appointed for all times when the Site Manager is not on site. In such circumstances, it will be the nominated deputy's responsibility to ensure that the requirements of the DMP are adhered to. All site staff will receive instructions on how the plan is to be implemented during toolbox talks on site.

3.1.3 This document forms part of the site's Environmental Management System (EMS) and will be reviewed on an annual basis to ensure that it is fit for purpose and meets the requirements of current guidance.

3.2 SOURCES AND CONTROL OF DUST – LOCAL CONTRIBUTORS

3.2.1 According to the EA's public register, there is one permitted facility within 1km of the site that may be identified as a local contributor to dust emissions. Details of these facilities are provided in Table 5 below.

Table 4: Local Contributors to Dust within 1km of the Site

Site Name	Name of Operator	Location from Site	Permit Number	Site Type
Harlestone Quarry	Barton Plant Ltd	Adjoins South Eastern Boundary (closed)	EPR/VP3592NN (EAWML 73278)	L05 : Inert Landfill

3.3 SOURCES AND CONTROL OF DUST – PROPOSED WASTE ACTIVITIES AT THE SITE

3.3.1 The key aspects of the process which may lead to dust emissions are identified in Table 6 below and the control measures that will be used are detailed in Table 7.

Table 5: Source-Pathway-Receptor Routes from Waste Activities at the Site

Source	Pathway	Receptor	Type of impact
Mud	Tracking dust on wheels and vehicles, then mud dropping off wheels/vehicles when dry	Public highways listed in Table 4.	Visual soiling, also consequent resuspension as airborne particulates
Debris	Falling off waste delivery vehicles	Public Highways listed in Table 4.	Visual soiling, also consequent resuspension as airborne particulates
Tipping, storage, and treatment of wastes in the open	Atmospheric dispersion	Occupiers of domestic dwellings listed in Table 4.	Visual soiling and airborne particulates
Vehicle exhaust emissions	Atmospheric dispersion	Workforce in commercial and	Airborne particulates

Non road going machinery exhaust emissions	Atmospheric dispersion	industrial properties listed in Table 4. Priority habitats listed in Table 4. Sensitive land uses listed in Table 4.	Airborne particulates
Dust from screening bunds	Atmospheric dispersion		Airborne particulates

Table 6: Measures to Control Dust/Particulates from Permitted Waste Activities

Abatement Measure	Description / Effect	Trigger for implementation
Preventative Measures		
Site speed limit	Vehicle speeds will be limited on site and the access road to prevent suspension and entrainment of dust. Clear signage is established on the site to reinforce the speed limit.	All preventative measures will be implemented during the operating hours detailed in Section 2.6.
No-idling policy	A 'No-idling policy' is in place at the site which requires all vehicles and plant to be switched off when not in use. All vehicles delivering waste to the site will be directed to the working waste face, where they will tip their load (as directed by site operatives) and then leave the site.	
Minimising drop heights for waste.	Drop heights will be minimised as much as practicable to reduce the generation of dust whilst waste is being deposited.	
Road surfacing	Within the site, internal haulage will be restricted to clearly delineated routes, generally on a prepared surface and at low level where possible. The haul routes will be compacted, graded and maintained to provide a smooth-running surface and will be designed to avoid sharp changes in gradient or alignment. Vehicles leaving the site will use the wheel wash located within the wider quarry site before travelling over Mill Lane which benefits from a concrete surface.	
Sheeting of vehicles	Wastes being delivered to the site will be covered or sheeted to prevent dust emissions whilst the waste is in transit.	
Installed wheel wash	The site will benefit from a wheel wash which will be used by all outgoing vehicles before they leave the site.	
Maintenance of Plant and Equipment	All plant and equipment will be maintained in accordance with the manufacturer's requirements. This will minimise the risk of mechanical failure which may result in increased dust emissions.	

	In addition, all plant and equipment will be subject to visual checks on a daily basis prior to use to ensure that the equipment functions correctly. In the event that any damage is identified on any plant or equipment that may affect its performance, necessary remedial work will be completed as soon as practicable. If necessary, defective plant or equipment may be isolated/closed off for use until the necessary remedial works have been undertaken. With regards to cleaning equipment (i.e., road sweeper), arrangements will be made to employ alternative equipment.	
Seeding of screening bunds	All screening bunds (as shown on Drawing Number H40/2/22/03) will be watered and seeded at the earliest opportunity to bind the surface and minimise the effects of wind blow.	
Remedial Measures		
On-site sweeping	A road sweeper will be contracted to clean the site entrance and access road.	A road sweeper will be employed if daily visual inspections identify any visible dust on the site entrance or access road.
Water suppression with bowser	A water bowser towed by a tractor will be used to suppress dust on haul roads, exposed waste surface, waste stockpiles and screening bunds.	The water bowser will be employed if daily visual inspections identify any visible dust. It may also be employed following a review of the weather conditions which will be recorded on a daily basis. If these observations indicate that there is an increased risk to dust emissions, the water bowser will be employed.

3.3.2 The site manager will carry out daily inspections and log observations of site conditions including any occurrences of dust or the onset of potential dust generating conditions. A graded scale of dust occurrences and the appropriate actions to be taken are listed in the table below.

Condition	Action required
No visible dust	None
Visible dust travelling up to 5m from the source	Damp surfaces down, review operations, weather conditions, and take further preventative actions as appropriate.
Visible dust travelling reaching the sides of the quarry void, or edge of stripped areas during restoration	Damp down and reduce/relocate any operations causing the release; review operations and weather conditions and take further preventative actions as appropriate to prevent further releases.
Visible dust crossing the operational area	Carry out emergency damping down and treatment of source areas; carry out inspections to ascertain extent and amount of dust migrations and provide plan for any modification to operations to prevent recurrence.

3.4 OTHER CONSIDERATIONS

Water Availability

3.4.1 As noted in Table 7, a water bowser will be used on site on the haul roads and the exposed waste surface if observations of the weather conditions indicate that there is an increased risk of dust. The water bowser will be supplied through a mains water supply.

3.4.2 In the unlikely event that water can not be supplied through a mains supply or the abstraction licence., operations would continue until dust monitoring indicates that remedial measures are required. This may include the following:-

- Employ a road sweeper to clean the site entrance and access road that may be affected;
- Relocate operations to less sensitive locations of the working face (if possible);
- Reduce vehicle speeds to 10mph to 5mph; and
- Reduction in site activities (e.g. limit waste deliveries to the site).

3.4.3 In the event that visible dust is still identified following the implementation of remedial action(s), operations on site will cease.

Housekeeping

3.4.4 The only area of the site that will comprise a cleanable (concrete) surface is the access road that joins the site from Harlestone Road.

3.4.5 For the purposes of the DMP, this road will be cleaned by a road sweeper based on specific triggers that are detailed in Table 7.

3.5 VISUAL DUST MONITORING

3.5.1 Daily monitoring in the form of a visual assessment will be conducted within the site and access road for any visible dust.

3.5.2 Monitoring will also comprise daily observations on the meteorological conditions (particularly the wind speed and direction) at the site. This information will be used by the Site Manager (or a nominated deputy) to determine the risk of dust emissions which is typically elevated during periods of dry weather or high winds. For the purposes of this DMP high winds have been defined Number 7 on the Beaufort scale where wind speeds range from 28-33 knots. The Beaufort Scale defines land conditions in high winds as “whole trees in motion; inconvenience felt when walking against the wind”.

3.5.3 Daily monitoring will be undertaken by a member of site personnel who is trained in this procedure.

3.5.4 The results of the visual assessment and comments on the meteorological conditions will be recorded in the Daily Dust Conditions Log (Appendix A) and will be reviewed by the Site Manager (or a nominated deputy). Mick George Limited will maintain a record of the Daily Dust Conditions Log and will be referred to in the event of a complaint (as detailed in Table 9).

3.5.5 Monitoring will be undertaken during the operating hours detailed in Section 2.6. Mick George do not propose to make any arrangements to monitor dust outside operating hours as it’s considered that the risk of dust will be low during this period.

3.5.6 In the event that visible dust or high winds are identified through daily monitoring, the following actions will be undertaken.

Table 7: Action Plan for Visible Dust or High Wind Speeds

	Action	Person responsible for ensuring action is carried out	Timescale for action completion
1	The Site Manager (or a nominated deputy) will be notified and will make the appropriate managerial staff and site operatives aware. In the event that visible dust is identified from daily monitoring, the Site Manager (or a nominated deputy) will review site operations to establish if the site can be identified as the source of the dust. In the event that high wind speeds are observed, the Site Manager (or a nominated deputy) will proceed to implement remedial action(s) that are detailed in Step 2.	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.
2	If the visible dust can be directly related to the site or high wind speeds are observed, remedial action will be undertaken and may include the following depending on the source: - • Employ water bowser to dampen areas or equipment that may be generating dust; • Employ a road sweeper to clean the site entrance and access road that may be affected; • Relocate operations to less sensitive locations of the working face (if possible); • Reduce vehicle speeds; and • Reduction in site activities (e.g. limit waste deliveries to the site).	Site Manager (or a nominated deputy)	Within one working day of observing visible dust or high wind speeds.
3	A follow up visual assessment will be undertaken off site on the local road network for any visible dust.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
4	If visible dust is not identified, the Site Manager (or a nominated deputy) will ensure that any action taken, and the effectiveness of that action is documented, and a record will be maintained.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).
5	In the event that visible dust is identified following the implementation of remedial action(s), operations on site will cease and the EA will be informed.	Site Manager (or a nominated deputy)	Within one working day of implementing remedial measure(s).

4.0 REPORTING AND COMPLAINTS PROCEDURES

4.1 PURPOSE OF COMPLAINTS PROCEDURE

4.1.1 A DMP should show how the operator will respond to complaints. Any complaints should be investigated promptly, and appropriate remedial action should be taken. The complainant and anyone else likely to be affect should be informed of any action taken in response to the complaint.

4.1.2 A procedure has been developed (see Table 9 below) to ensure that complaints will be handled by Mick George appropriately and consistently and to reassure the EA and the public that any of their concerns will be acknowledged and acted upon where appropriate. The procedure will be reviewed on an annual basis or in the event of any significant dust issues.

4.2 COMPLAINTS REPORTING ROUTE

4.2.1 In order to ensure that members of the public are easily able to report any complaints relating to dust emissions from the site, there will be a display board at the site entrance which details the site name, the permit number, the EA's contact details and Mick George's contact details. By providing contact details for the EA as well as the operator, this ensures that the member of public can report their complaint and be confident that it will be received by the appropriate party even if they feel uncomfortable discussing directly with the operator.

4.3 COMPLAINTS RECORDS

4.3.1 Auditable records will be kept of any complaints made and the investigations undertaken. This will provide an ongoing record of the causes incidents which will enable Mick George to identify any patterns which would prompt a review in dust management procedures and control measures.

4.4 COMMUNITY ENGAGEMENT

4.4.1 Mick George will be undertaking regular community liaison group meetings with any interested local parties and any issues with dust can be raised at that time.

Figure 2: Reporting Route

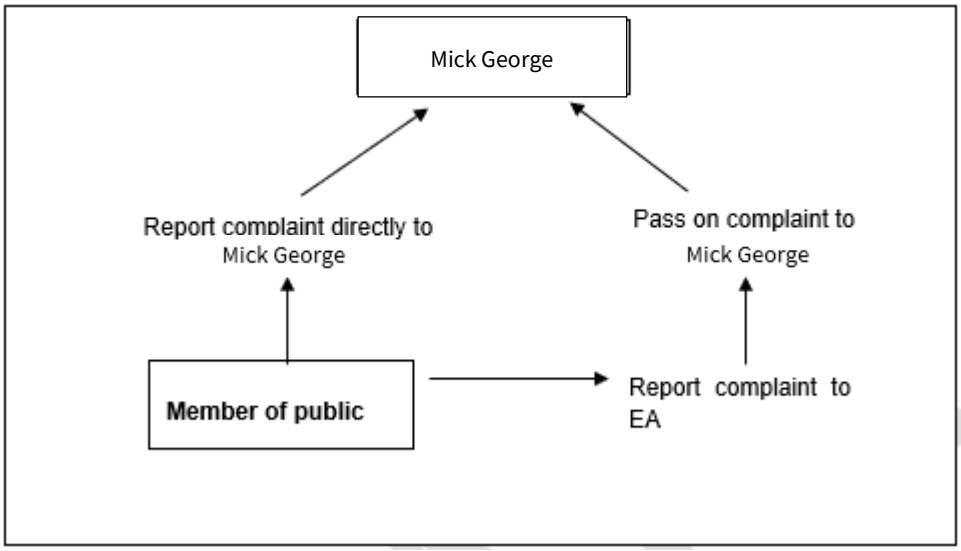


Table 8: Complaints Procedure

	Action	Person responsible for ensuring action is carried out	Timescale for Action Completion
1.	The Site Manager (or a nominated deputy) will be notified of the complaint and will make the appropriate managerial staff and site operatives aware of the complaint. The EA will also be notified of the complaint. The complaint shall be formally recorded using the Complaint Report sheet contained within the site's Environmental Management System	Site Manager (or a nominated deputy)	Within two working days of receipt of the complaint.
2.	The complaint will be investigated by: - a) Checking the monitoring records to see whether the complaint corresponds to the monitoring records. b) Checking the Site Diary and waste acceptance records to see if any particularly dusty waste was accepted. c) Checking the Site Diary to see whether the complaint corresponds to any operational issues at the site. If the cause of the complaint is established, it will be recorded within the Complaint Record Sheet (Appendix B). If no particular cause is identifiable, then this will also be recorded.	Site Manager (or a nominated deputy)	Within one working day of receipt of the complaint.
3.	If more than one complaint is received about a particular incident, and the cause has not been established, then the frequency of visual dust monitoring will be increased to establish the cause of the complaint.	Site Manager (or a nominated deputy)	Within one working day of receipt of the complaint.

4.	The Site Manager (or a nominated deputy) will instigate any necessary reviews of procedures and will implement any required changes.	Site Manager (or a nominated deputy)	Within seven working days of receipt of the complaint.
5.	If appropriate, the complainant and the EA will be informed of any corrective actions taken.	Site Manager (or a nominated deputy)	Within seven working days of receipt of the complaint.
6.	A follow up audit on the corrective actions implemented shall be undertaken to ensure the complaint is not made again in the future and that the preventive procedure is effective.	Site Manager (or a nominated deputy)	Within two weeks of receipt of the complaint.
7.	Once the follow up audit has been completed, the Site Manager (or a nominated deputy) will ensure that the complaint and any action taken and the effectiveness of that action are recorded in the Environmental Management System. This record shall also note any amendments to procedures, both environmental and health & safety, which may be required following the investigation. The record shall be kept in the site office at all times or if it is an electronic record it will be accessible from the site.	Site Manager (or a nominated deputy)	Within two weeks of receipt of the complaint.

DRAWINGS

H40/2/22/02 - Environmental Permit Boundary

MGL/B043007/REC/01 – Receptor Plan

H40/2/22/04 - Restoration Plan

H40/2/22/03 – Working Scheme

APPENDICIES

APPENDIX A - DAILY DUST CONDITIONS LOG

Daily Conditions Log

Date	
Name	
Monitoring Location(s)	
Observations	
Actions	
Signature	

APPENDIX B – COMPLAINT RECORD SHEET

Dust complaint report form	Date:	Ref. No.
Name and address of complainant		
Tel no. of complainant		
Time and date of complaint		
Date, time and duration of offending dust		
Weather conditions (e.g., dry, rain, fog, snow)		
Wind strength and direction (e.g. light, steady, strong, gusting)		
Complainant's description of dust		
Has complainant any other comments about the offending dust?		
Any other previous known complaints relating to installation (all aspects, not just dust)		
Any other relevant information		
Potential dust sources that could give rise to the complaint		
Operating conditions at the time offending dust occurred		
Action taken:		
Final outcome:		
Form completed by	Signed	