

Customer Details	
Customer Name -	
Address -	
Postcode -	
Customer Contact Details -	
Telephone -	
Email -	
Date -	
Complaint Details	
Investigation Details	
Investigation carried out by -	
Position -	
Date & time investigation carried out -	
Weather conditions -	
Wind direction and speed -	
Investigation findings -	
Feedback given to Environment Agency and/or local authority -	
Date feedback given -	
Feedback given to public -	
Date feedback given -	
Review and improve	
Improvements needed to prevent a reoccurrence -	
Proposed date for completion of the improvements -	
Actual date for completion -	
If different insert reason for delay -	
Does the relevant management plan need updating-	
Date that the relevant management plan was updated -	
Closure	
Site manager review date	
Site manager signature to confirm no further action required	