

**Complaints system**

Complaints relating to the farms activity are logged and referred to the farm manager for investigation and follow up action (a copy of the form to be used can be found on in Appendix 2a). A record is kept of any remedial action to prevent or minimise the causes and staff will also respond to concerns raised by the local community as appropriate.

We have in place a site identification notice at the entrance of the site clearly visible from a public highway in accordance with ‘*How to comply with your environmental permit for intensive farming Version 2 2010*’. The sign notifies neighbours and members of the public about the nature of the farm who they can contact for further information or to notify a concern.