

**ENVIRONMENTAL EXTERNAL COMMUNICATION / COMPLAINT FORM (EECF)**

|             |   |              |                  |            |                    |
|-------------|---|--------------|------------------|------------|--------------------|
| Version No: | 1 | Issued Date: | 28 February 2022 | Issued By: | Operations Manager |
|-------------|---|--------------|------------------|------------|--------------------|

|                                  |       |
|----------------------------------|-------|
| Complaint / Comment Ref No.      |       |
| Comment / Complaint received by: | Date: |
| Passed to:                       | Date: |
| Production Manager informed?     | Date: |

|                       |           |                         |          |
|-----------------------|-----------|-------------------------|----------|
| Type of Communication | Complaint | Request for Information | Incident |
|-----------------------|-----------|-------------------------|----------|

**DETAILS OF COMPLAINANT / 3<sup>RD</sup> PARTY REQUESTING INFORMATION**

|                        |  |
|------------------------|--|
| Name:                  |  |
| Address:               |  |
| Contact Telephone No.: |  |
| Contact e-mail:        |  |

**ABOUT THE COMMUNICATION / COMPLAINT**

|  |   |  |
|--|---|--|
| How was the communication received (tick appropriate box)? | Customer Feedback Form                          |  |
|  | Written statement (letter / e-mail / fax etc)   |  |
|  | Verbal feedback (phone call / face to face etc) |  |

|  |  |
|--|--|
| Brief description of comment / complaint<br><br>(Attach copy of written communication if applicable) |  |
|--|--|

|   |     |    |
|---|-----|----|
| Does the complaint / communication impact on our PPC Permit Conditions? | Yes | No |
|---|-----|----|

|  |     |    |
|--|-----|----|
| If Yes - has the Environment Agency been informed? | Yes | No |
|--|-----|----|

|  |  |
|--|--|
| Follow-up<br><br>or<br>Corrective Action Plan (as applicable): |  |
|--|--|

|  |       |
|--|-------|
| Signed Production Manager:                 | Date: |
| Signed Health Safety & Environment Manager | Date: |

**VERIFICATION OF CLOSE-OUT / CORRECTIVE ACTION**

|  |                          |
|--|--------------------------|
| Closed Out Verification of Corrective Action | Comments:                |
|  |                          |
|  | Signed: Completion Date: |

Note: For all Complaints a copy must be sent to the Chairman/Managing Director & Operations Manager