
	ENVIRONMENTAL MANAGEMENT SYSTEM Complaints Record Form	EMS.S2.07
		Version: 1 Effective: XXX
Authored by: WRAP Cymru Date: Dec 2022	Reviewed by: VK	Approved by:

Complaints Record Form

Complainant Details Name:	
(State if source is anonymous) Address:	
Phone No:	
Date and time they made the complaint Date and time the complaint relates to	
What happened, what was the nature of the complaint?	
Was anyone else aware of this – other neighbours or your staff? If so who?	
Assuming the complaint relates to your site, you should contact the Site Manager and they should find the source of the problem and record what went wrong to cause the incident.	
What have you done to make sure that it does not happen again?	

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<p>Was there any significant pollution – for example: excessive odour which could be detected off site or spillage onto the ground into a drain or a watercourse? If so NRW must be informed. If there was then you must notify NRW on 0300 065 3000 as soon as possible.</p>	<p>Yes/No/not applicable</p> <p>At what time did you phone?</p> <p>NRW incident number:</p>
<p>You must also write or send an email to confirm this to the local office (see your accident management plan for the address). Have you done so?</p>	<p>Yes/No/not applicable</p> <p>Time:</p> <p>Date:</p>
<p>Please print your name and sign:</p>	

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