	<p align="center">ENVIRONMENTAL MANAGEMENT SYSTEM</p> <p align="center">Complaints Procedure</p>	<p>EMS.S2.06</p>
<p>Authoried by: WRAP Cymru Date: Jan 2024</p>		<p>Version: 1 Effective: xxxxx</p> <p>Approved by:</p>

1.0 PRINCIPLE

This section outlines the procedure upon receiving a complaint regarding the Colomendy Waste Transfer Station. The purpose of this written procedure is to ensure that all site operatives working on site are aware of the procedures for the correct recording of a complaint.


2.0 RESPONSIBILITY

All site operatives are responsible for carrying out the procedure as detailed in Section 3.0. Any changes to the procedure required are the responsibility of the Site Manager to update and re-issue the amended procedure.

3.0 COMPLAINTS RECORD

In the event of a complaint being received by a site operative, the following steps will be taken and details recorded on the Complaints Record Form EMS.S2.07. The complaint will also be recorded in the Site Diary, kept in the Site office:


1. Details of the complainant (including; name, address and a telephone number) if provided.
2. Record of the date and time that the complaint was made and when the incident related to.
3. Record details of the nature of complaint.
4. Was anyone else on site or other stakeholders aware of the issue and if so, who?
5. Contact the Site Manager (or appointed representative).
6. The Site Manager (or appointed representative) will establish whether the complaint issue relates to the site, and if so investigate the source of the problem. They will consider the operations at the time of the reported incident, including, but not limited to:
 - Any delivery of waste materials;
 - If non-compliant material was delivered/ handled/ removed from the site at the time;
 - If any abnormal operations were occurring;

	<p align="center">ENVIRONMENTAL MANAGEMENT SYSTEM</p> <p align="center">Complaints Procedure</p>	<p>EMS.S2.06</p>
<p>Authored by: WRAP Cymru Date: Jan 2024</p>		<p>Version: 1 Effective: xxxxx</p>
	<p>Reviewed by: VK</p>	<p>Approved by:</p>

- Meteorological conditions;
 - Previous history of complaints at the location identified.
7. If verified, the Site Manager will be informed and they will record how the site has implemented methods to ensure the issue will not cause a complaint in the future.
 8. The Site Manager to make a record of any signs of pollution. If the nature of the complaint (such as emissions to groundwater or a local watercourse) necessitates it, Natural Resources Wales will need to be contacted on 0300 065 3000 as soon as possible. The severity of the incident will be determined by the Site Manager.
 9. If required, the Site Manager will send an email to the local NRW office.
 10. Should complaints be received from multiple complainants within a short period (i.e. a few days), then the Site Manager (or appointed representative) should consider temporary cessation of activities associated with the complaints, whilst the likely source of complaints about pollution/ nuisance is investigated at the earliest opportunity. Due to the diverse range of potential scenarios in which this might occur, it would be up to the judgement of the Site Manager to determine where such measures may or may not be necessary.
 11. Should the source of pollution/ nuisance be determined to be coming from the site, then remedial actions should be undertaken to rectify this. Should the source of pollution/ nuisance be determined to be not coming from the site, then activities can recommence.
 12. All Complaint Record forms must be signed and dated.

Any actions taken in response to the complaint will be recorded on the Complaints Record form and the site diary.

The records of any complaints received will be reviewed at future site audits to ensure that similar complaints are avoided in the future.

	<p>ENVIRONMENTAL MANAGEMENT SYSTEM</p> <p>Complaints Procedure</p>	<p>EMS.S2.06</p>
<p>Authored by: WRAP Cymru Date: Jan 2024</p>		<p>Version: 1 Effective: xxxx</p> <p>Approved by:</p>

END OF DOCUMENT