jayplas	Record of Complaints/Feedback	SWA -

This document should be completed every time a complaint is received. Please refer to the Record of Complaints and feedback log to assign a Jayplas reference number to this record. Once completed the document should be sent to the Site Manager(deputy). It should also be scanned and filed on the shared server.

Date & Time of complaint:		
Complainant: **(make a note of any reference numbers provided)**	*NRW, Resident, Industiral, General Public, Customer, Other (please note as much detail as possible):*	
Contact Details of Complainant:	Address: Tel: Email:	
Reason for Complaint:	*Noise, Odour, Dust, Litter, Pollution, Vibration*	
Weather Conditions at the time of the incident:	www.metoffice.gov.uk	
	Average Temperature:	Wind Direction:
Report Completed by:		

What was the complaint about, when was the occurrence, what happened ? Note exactly what you were advised:

Was anyone else aware of this occurrence?		If so, who was aware
Have you establised the root cause of the complaint/occurrence/incident?		What was the cause?
What corrective actions have been taken?		
What corrective actions if any are still to be completed?		
Are there any follow up actions to complete?e.g monitoring, feedback to complainant		
Complaint advised to Site Manager(deputy):		
Date complaint closed:		