	ENVIRONMENTAL MANAGEMENT SYSTEM Complaints Procedure	EMS.S2.06
		Version: 1 Effective: December 2020
Author: WRAP Cymru Date: December 2020	Reviewed by:	Approved by:

1.0 PRINCIPLE

This section outlines the procedure upon receiving a complaint regarding the North Powys Bulking Facility. 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. Establish whether the complaint issue relates to the site, and if so investigate the source of the problem. Contact the Site Manager.
6. 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.
7. The Site Manager to make a record of any signs of pollution. If the complaint (such as emissions to groundwater or a local watercourse) is significant, 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.
8. If required, the Site Manager will send an email to the local NRW office.
9. All Complaint Record forms must be signed and dated.

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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.

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