Noise Management Plan

Neath Abbey Wharf, Skewen, Neath Abbey, Neath, SA10 6BL

For Fenestration Recycling Company Ltd





Quality Management

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1 Introduction

1.1 The Acoustics Team at the Brighton office of RPS Planning and Development (RPS) has been appointed by Fenestration Recycling Company Ltd (FRC) to provide a noise management plan (NMP) and noise monitoring, as requested by Natural Resource Wales (NRW), in relation to an application for an environmental permit variation.

1.2 The FRC site is used to process waste PVC windows and doors for recycling and activities carried out on site include the shredding of waste material and then sorting the waste material by type for further processing and packaging.

1.3 This document includes: a description of the sound generating processes undertaken on the site; procedures to control sound emissions from the site; and details of a sound level survey undertaken to determine the impact of current noise emissions from the FRC site at nearby noise sensitive receptors (NSRs). This was carried out in accordance with British Standard (BS) 4142:2014 'Methods for rating and assessing industrial and commercial sound' [1]

1.4 This document has been prepared based upon appropriate information provided by FRC and obtained through a visit to the FRC site by RPS. RPS is a member of the Association of Noise Consultants (ANC), the representative body for acoustics consultancies, having demonstrated the necessary professional and technical competence. The report has been completed with integrity, objectivity and honesty in accordance with the Code of Conduct of the Institute of Acoustics (IOA) and ethically, professionally and lawfully in accordance with the Code of Ethics of the ANC.

1.5 The technical content of this report has been provided by RPS personnel, all of whom are corporate (MIOA) or non-corporate, associate members (AMIOA) of the IOA (the UK's professional body for those working in acoustics, noise and vibration). Personnel and individual qualifications are provided within the Quality Management table at the start of this report and in Appendix A in accordance with the requirement of Section 12 of BS 4142:2014 [2].This report has been peer reviewed within the RPS team to ensure that it is technically robust and meets the requirements of our Quality Management System.

2 Site Operations and Source Sound Levels

Operating Hours

2.1 The consented site operating hours are as follows:

- 07.00 hours - 17.00 hours Mondays to Fridays; and
- 07.00 hours - 12.00 hours Saturdays.

Principal Sound Source

2.2 The FRC site is used to process waste PVC window frames and doors for recycling and activities carried out on the site include the shredding of waste PVC material followed by sorting of the waste material for further processing and packaging.

2.3 There is one principal source of sound associated with the operation of the FRC facility, namely the hammer mill which is used to shred and sort the waste PVC material. The hammer mill is fed via a conveyor system and the material that has passed through the mill is then further sorted, partially manually. The hammer mill largely operates continuously throughout the day (between 07:00 and 17:00 hours) and only shuts down for a half-hour period at lunchtime.

2.4 RPS visited the FRC site on Thursday 18th February 2016 and undertook sound level measurements at various locations in order to quantify the acoustic properties of the hammer mill. Details of these measurements and an indicative presentation of the predicted noise emissions from the FRC site are provided in Appendix B.

2.5 Since the hammer mill has been installed on the FRC site (in 2015), two 5 m high walls have been erected on either side of the hammer mill (constructed from concrete blocks) and a light-weight roof has also been fitted in order to minimise sound immissions[1] received at nearby NSRs due to activities carried out on site. During time spent on site these walls were found to provide effective attenuation of sound from the operational hammer mill; however the walls did not fully envelope the hammer mill and, in these areas, sound breakout was significantly higher.

Other Sound Sources

2.6 Other regular sound generating activities on site include:

- plant associated with the granulation and the electrostatic colour separation of waste PVC; these processes take place within the processing building on the southern half of the FRC site; and

[1] 'Immission' is the correlative of 'emission'. Immission describes the sound received by a noise sensitive receptor whilst emission describes the sound leaving or being emitted by a source

- the movement and transportation of waste PVC material around the site using front end loaders and feeding of the conveyor system via an excavator.

2.7 However both these sources/processes are significantly quieter in comparison to the hammer mill and do not contribute significantly to the sound emissions from the FRC site. In addition the granulation and the electrostatic colour separation take place within the processing boiling which will attenuate sound emissions.

2.8 Other than the operational hammer mill and the occasional use of the front end loaders transporting processed waste, no other sources were audible on site during the site visit, including any sound emissions from the process building.

2.9 During periods that the hammer mill is not in operation the only on-site sound sources would be from the movement of waste PVC using front end loaders (the excavator that feeds the conveyor system would not be operational during periods the hammer mill is not in use). As mentioned in paragraph 2.7 above these activities are significantly quieter compared to the hammer mill and are not in constant operation. In addition the use of these vehicles and type of sound (diesel engines) is similar to other uses in the area (other nearby industrial areas and the A465 dual carriage way road). On this basis, these are not considered to be significant sources of sound.

2.10 In addition, there will be occasional deliveries of waste PVC onto site and the export of processed waste off of site.

Vibration Sources

2.11 There are two potential vibration sources on site: the hammer mill; and ‘shakers’ that are used to fill bags with processed waste. However both of these sources produce minimal levels of ground vibration and, given the separation distance to nearby residents (approximately 200 m), or other vibration sensitive receptors, there would be no resultant vibration impacts expected.

3 Operational Procedures to Control Noise

Control of Sound Emissions

3.1 Specific mitigation measures have already put in place, in the form of two 5 m high walls erected either side of the hammer mill. This has been found to be effective in minimising sound emissions from the FRC site.

3.2 More general measures adopted to control noise levels at the facility and to minimise/mitigate the effect of any such nuisance are as follows:

- The site routinely operates between 07:00 to 17:00 hours Monday to Friday and 07:00 to 12:00 hours on Saturday. Best endeavours will be taken to operate within these normal working hours; however, there may be occasions when operations may be required outside of these hours.
- Revving of engines is kept to an operational minimum and idling plant will be switched off when not in use where practicable. Use of front end loaders and other vehicles will be limited to only necessary tasks for which they are required.
- The unloading of waste PVC will be undertaken in such a way as to minimise the amount of noise generated. For example, large items may be removed separately to prevent impulsive sound where possible and delivery vehicles will not idle on site or have excessive revving engines.
- All other activities with the potential for noise generation will be carried out in such a way as to minimise the amount of noise generated. For example, any additional plant items required will only be operational for the minimum amount of time required with no idling etc.
- All plant is to 'industrial standard' as used in the materials handling sectors and inspected and maintained to manufacturers' specification.
- Noise awareness signs will be visible at the site weighbridge and in site plant/ machinery.
- The Noise Management Plan is issued to FRC site operatives and is available in the Site office to all FRC employees for reference.
- All relevant FRC employees and contractors are fully aware of the details of the Noise Management Plan.
- All employees have been comprehensively trained in respect of the use of the plant and machinery associated with the loading and handling activities.
- Noise is controlled through the on-going monitoring of site operations by the site management team.
- Daily site observations will be conducted by site management and verbal reminders of best practice provided at the time if operational procedures are not in accordance with best

practice. Observations in regard to the working environment will be recorded in the Site Diary.

- FRC contact details are readily available to neighbouring residents who are encouraged to contact site directly to discuss any concerns they may have.
- The site office contact details (postal address and telephone number) are available on the site identification board at the site entrance, the FRC company website, yellow pages and business listing services, and internet search engines.
- Any complaints received direct to site or via NRW are recorded in the 'Site Diary' and complaints log and responded to expeditiously.
- Significant changes to operational practices would be subject to discussions and to investigation to assess their potential impact on the noise environment. Operational changes are defined as a significant change to plant type, a change to storage/treatment location of waste or a significant change to waste handling procedure.

Maintenance

3.3 Items of plant associated with the handling and shredding of waste PVC material will be subject to routine maintenance checks to ensure that they are free from mechanical and electrical faults which could give rise to excessive sound levels.

3.4 Inspections of mobile plant will be routinely undertaken to ensure that: they are in a good state of repair and are in no way defective and that all maintenance and repairs are being undertaken by an appropriately qualified person. Maintenance of mobile plant will be carried out routinely and in accordance the manufacturers' guidelines.

Contact Information and Complaints Procedure

3.5 Contact details shall be displayed clearly at the site entrance for the Compliance Manager (CM) or person responsible for dealing with complaints. When a complaint relating to noise is received, a complaints log form shall be completed by the person recording the complaint. The complaint procedure and complaint log form are provided in Appendix C. The procedure must be followed to ensure that appropriate action is taken to identify and resolve the cause of the complaint. The complaint procedure is summarised below (see Appendix C for full complaints procedure):

- Anyone appropriately trained to do so may record the complaint and provide information on the complaint log form regarding current operations on site and weather conditions at the time of the complaint.
- The CM, or another appropriately qualified appointed person, shall ensure that the complaint log form is properly completed, and will then follow up the complaint: obtaining further information from the complainant if necessary, investigating the cause of the complaint and taking remedial action if appropriate.

- The CM, or another appropriately qualified appointed person, will then contact the complainant to inform them of what actions have been taken. All follow up actions will be recorded on the complaint log form (attaching further sheets if necessary) and the form will be retained at the site office.
- The full complaints log and follow up actions will be reviewed on a six monthly basis to determine the prime causes of complaints and whether they have been satisfactorily addressed, i.e. whether or not similar complaints are occurring, or more frequently if the number of complaints dictates otherwise. The CM will then take appropriate action to minimise regular issues.

3.6 The contact details of the CM or person responsible for dealing with complaints shall also be provided through circulation in any other on-going community liaison communications and Environmental Management System (EMS) reviews.

4 Off-site Sound Levels and Assessment

Off-site Sound Levels

4.1 Off-site sound level measurements at the location of nearby NSRs (the end of Bay View Close and the end of Bay View Gardens) were undertaken on Thursday 18th February 2016 during periods when the site was operating as normal and also when operations on site ceased completely. Figure 1 shows the location of the two monitoring locations.

4.2 Measurements were made with a Rion NA-28 sound level meter (SLM), a 'Class 1' SLM. Data were logged of the A-weighted sound pressure level in 100 ms periods. Metrological conditions were measured during the survey period via a hand held meteorological kit and consisted of: light winds ranging from 0.0 to 1.1 m/s from a westerly direction; a temperature of around 9 ^{o}C; relative humidity approximately 60%; and cloud cover was approximately 2 oktas. A summary of the measured sound levels are provided below in Table 4.1. Full details are provided in Appendix C.

Table 4.1 Summary of Measured Sound Levels

Location	Site Status	Period	Residual/Ambient Level $L_{Aeq,T}$ (dB)	Background Level $L_{A90,T}$ (dB)
1) Bay View Close	Operating	12:00 - 12:53	67	62
	Stopped	12:53 - 13:47	67	63
2) Bay View Gardens	Stopped	13:50 - 14:07	60	57
	Operating	14:16 - 14:22	59	58

4.3 As demonstrated in Table 4.1 above (and detailed in Appendix B), monitored sound levels showed little variation between periods when the site either was or wasn't operating. The sound environment at both locations was dominated by continuous traffic movements on the nearby A465 road. At the second survey location, 'Bay View Gardens', sources of sound of an industrial nature were audible at times; however, this was not originating from the FRC site but rather a metals recycling facility south of the FRC site and the survey location. At no time during the surveys carried out was sound associated with the FRC found to be audible.

BS 4142:2014 Assessment

4.4 BS 4142:2014 primarily provides a numerical method by which to determine the significance of sound of an industrial nature (i.e. the 'specific sound' from the FRC site) at NSRs. The specific sound level (L_s) may then be corrected for the character of the sound (e.g. perceptibility of tones and/or impulses), if appropriate, and it is then termed the 'rating level' ($L_{Ar,Tr}$), whether or not a character correction is applied. The 'residual sound' is defined as the ambient sound remaining at the assessment location when the specific sound source is suppressed to such a degree that it does not contribute to the ambient sound.

4.5 In order to determine the likely significance of noise emissions from the FRC site affecting NSRs, the specific noise level needs to be determined. This is found by subtracting the residual sound level (the sound level without the FRC operating) from the ambient sound level (the sound level with the FRC operating).

4.6 In this instance, the residual sound level is greater than the ambient level, i.e. the measured sound level was greater during the period when the FRC site was not operational and, therefore, the specific level cannot be calculated through this method. The fact the residual level was greater than the ambient level demonstrates the insignificant contribution that sound from the FRC site contributes to the overall ambient sound level at nearby NSRs.

4.7 Nevertheless, despite the specific level being too low to measure at NSRs, it is possible to predict the specific level at NSRs through the use of a 3-D sound model, with input data based on the site onsite measurements undertaken on Thursday 18th February 2016. It should be noted however, that there is a large degree of uncertainty associated with the modelling process and the resultant predicted specific levels, primarily due to the hammer mill being large in size and having non-uniform acoustic properties, making source measurements difficult to undertake. Uncertainty was minimised by taking multiple measurements and at various locations both close to and distant from the hammer mill.

4.8 Table 4.2 below provides a summary of the predicted specific sound level and a quantitive BS4142:2014 assessment, based on the measured background sound level. In this case, the rating level is equal to the specific level as, during the survey carried out, at no time was the site audible at the location of the NSRs and specifically there were no instances of any tonal, impulsive, intermittent or other type of distinctive sound noted from the FRC.

Table 4.2 Summary of Predicted Specific Sound Levels and BS 4142:2014 Assessment

NSRs	Predicted Specific Sound Level, L_S (dB)	Rating Level, $L_{Ar,Tr}$ (dB)	Measured Background Sound Level, $L_{A90,T}$ (dB)	Rating/Background Difference (dB)
Bay View Close	49	49	63	-14
Bay View Gardens	39	39	57	-18

4.9 BS 4142:2104 provides the following text for making an initial assessment of the impact based on the rating/background level difference:

- *A difference of around +10 dB or more is likely to be an indication of a significant adverse impact, depending on the context.*
- *A difference of around +5 dB is likely to be an indication of an adverse impact, depending on the context.*
- *The lower the rating level is relative to the measured background sound level, the less likely it is that the specific sound source will have an adverse impact or a significant adverse impact. Where the rating level does not exceed the background sound level, this is an indication of the specific sound source having a low impact, depending on the context.*

4.10 On this basis, the predicted rating/background level differences of -14 dB and -18 dB at Bay View Close and Bay View Gardens respectively, would be a strong indication that sound emissions from the FRC site have a minimal impact. Indeed, as observed, the FRC site was not found to be audible at NSRs and the above assessment is considered to provide a robust assessment of the impact sound emissions from the FRC site at NSRs.

5 Summary and Conclusions

5.1 The Acoustics Team at the Brighton office of RPS Planning and Development (RPS) has been appointed by Fenestration Recycling Company Ltd (FRC) to provide a noise management plan (NMP) and noise monitoring as requested by Natural Resource Wales (NRW) in relation to an application for an environmental permit variation.

5.2 This NMP includes details of the main sound generating activities carried out on site, an indication of the sound levels at nearby noise sensitive receptors (NSRs) and an assessment of the significance of the sound emissions at NSRs. Recommendations are suggested for minimising sound levels at NSRs and a complaint procedure has been provided in the event that complaints relating to noise from the FRC site are received.

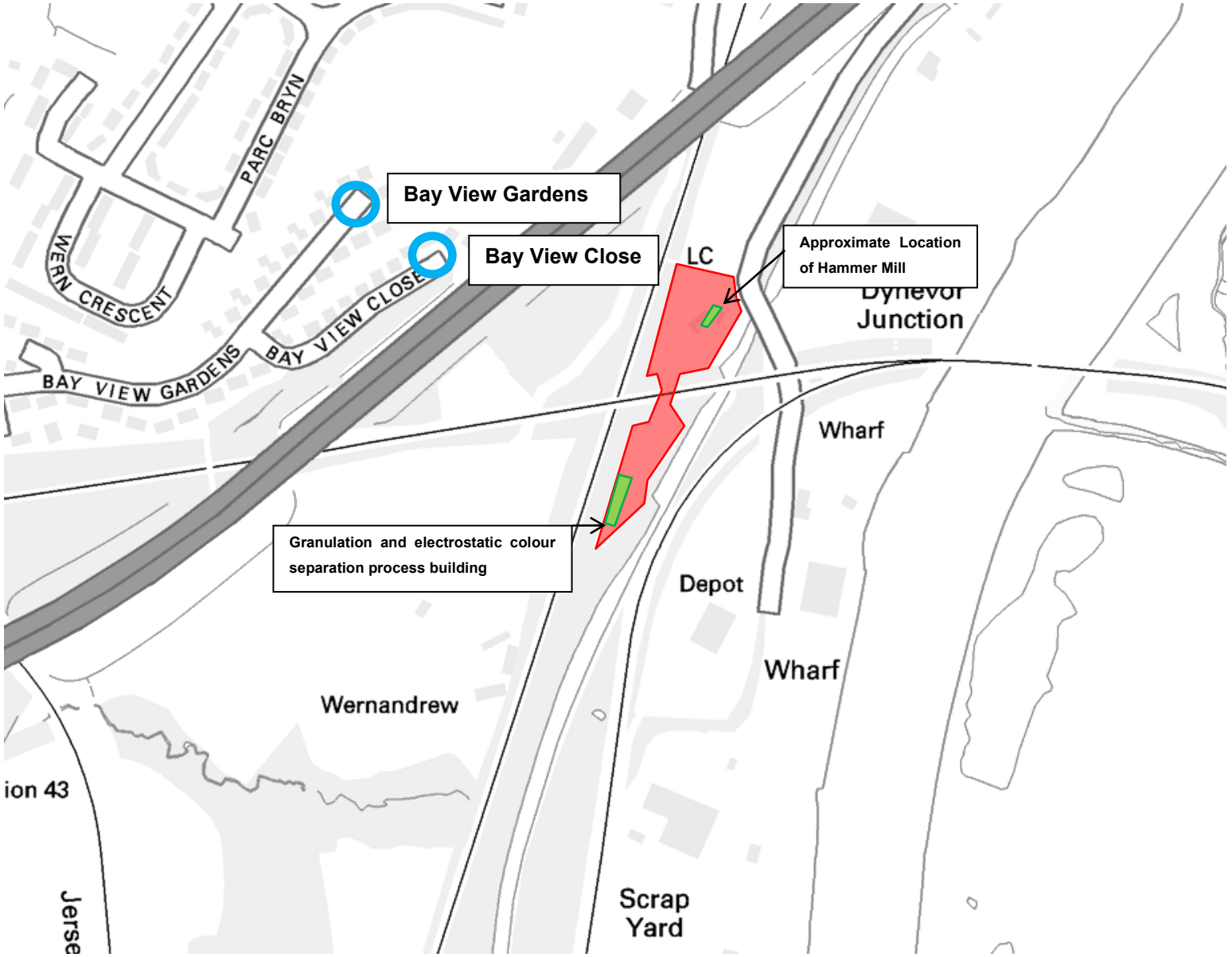
5.3 Mitigation measures put in place to date to minimise sound emissions from the site have found to be effective, and the assessment of the significance of the sound emissions at NSRs indicates that sound emissions from the FRC site would have a minimal impact.

References

1 British Standards Institution. British Standard 4142:2014. Methods for rating and assessing industrial and commercial sound.

2 British Standards Institution. British Standard 4142:2014. Methods for rating and assessing industrial and commercial sound.

Figures



Survey Location

Site Location

Notes
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Figure 1: Survey Locations

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Appendices

Appendix A: Personnel and Individual Qualifications

Phil Evans – Senior Director Acoustics

BSc (Hons) Geology; MSc Acoustics, Vibration and Noise Control; Fellow of the Geological Society; Member of the Institute of Acoustics; Associate Member Acoustical Society of America

A.1 Phil is a Senior Director and leads the RPS Acoustics Team in Brighton. He is a specialist in environmental acoustics and is active on a number of committees including the Association of Noise Consultants' Vibration Working Group; British Standards Institution (BSi) Committee GME/21/6/4 - BS 6472: Guide to Evaluation of Human Exposure to Vibration in Buildings; BSi Committee B/564/01 on BS 5228: Noise and Vibration Control on Construction and Open Sites which has now also revised and issued BS 8233:2014 Guidance on sound insulation and noise reduction in buildings. He has been a corporate Member of the Institute of Acoustics (MIOA) for over 20 years.

A.2 Phil has over 25 years' experience in the project management of, and technical input to, environmental noise and vibration impact assessments for major developments. He is an expert in the industrial/commercial, transportation and construction sectors including the measurement, calculation, evaluation and mitigation of environmental noise and vibration. Phil has significant experience in the preparation and presentation of technical evidence and reports for public inquiries and planning applications. He is experienced in consultation and liaison with government departments, local authorities and other statutory bodies. He is an experienced expert witness. He has a Continuous Professional Development Record to support this competency and experience.

A.3 Phil has been involved in many BS 4142 noise assessments for both the previous and current 2014 version of BS 4142. He has given evidence at public inquiries where BS 4142 has been the primary assessment methodology. He is very familiar with the Standard and attended the joint ANC/BSi launch of the 2014 version of the Standard. On the basis of Phil's overall experience in acoustics combined with particular focus on BS 4142, he is deemed competent for BS 4142 assessments.

A.4 For this project Phil has taken on the role of Project Director responsible for overseeing and delivering the project. Phil was also responsible for reviewing and authorising the report, figures and appendices.

Peter Barling – Assistant Acoustic Consultant

BSc (Hons) Physics; PGDip Environmental Assessment and Management; Associate Member of the Institute of Acoustics

A.5 Peter is an Assistant Acoustic Consultant and environmental acoustics specialist with 3 years' experience. He has a Degree in Physics and also has a Post Graduate Diploma in Environmental Assessment and Management. He has been a member of the Institute of Acoustics since 2013.

A.6 Peter has project managed and undertaken noise assessments for a variety of developments, including: large scale mixed-use developments, incorporating commercial, retail, leisure and residential elements; on-shore substations for off-shore windfarms; energy from waste facilities; manufacturing facilities; distribution centres; retail units; minerals extraction and exploration; solar farms; and petrol service filling stations. He has provided input into Environmental Impact Assessments (EIAs) and undertaken noise assessments to support planning applications and discharge planning conditions. He has a Continuous Professional Development (CPD) Record to support this competency and experience.

A.7 Within the past two years Peter has been involved BS 4142 noise assessments for both the previous and current 2014 version of BS 4142. He is familiar with the Standard and has attended and participated in RPS CPD training seminars regarding the revised 2014 version of the Standard. On the basis of Peter's overall experience in acoustics, combined with particular focus on BS 4142 and with the assistance of more experienced colleagues, he is deemed competent for BS 4142 assessments.

A.8 For this project Peter has taken on the role of: Project Manager and has been responsible for overseeing the project. Peter was also the consultant responsible for carrying out the acoustic surveying, acoustic modelling, undertaking of the assessment and preparation of the report, figures and appendices.

Appendix B: Survey Data

Sound Level Survey Record

Location			ST1 - End of Bay View gardens			
Purpose of Monitoring			BS 4142:2014			
Relevant Guidance / Standard			BS 7445-1:2003 / BS 7445-2:1991 / BS 8233:2014			
Sound Measurement System						
RPS ID	Manufacturer / Model		Serial Number	Last Lab Verification	Filename	Memory Card ID
100	Rion NA-28		1291243	07/08/2014	0001	-
Microphone Height	Measurement Interval	Dynamic Range (dB)	Time Weighting	Frequency Weighting	Façade / Freefield	Photo?
1.2 m	100 ms	20 - 110	F	A	Freefield	yes.
			START			
Personnel			PB			
Date			12/01/2016 10:25			
Calibrator	RPS ID		13			
	Manufacturer / Model		RION NC-74			
	Serial Number		1742049			
	Date last verification		24/02/2015			
	Reference level		94.0			
	Meter reading		94.0			

Photographs of Measurement Location

Description of site (location of equipment, general surroundings, nature of ground between NSR and sound source(s) (hard/ soft ground, topography, intervening features, reflecting surfaces))
End of Bay View gardens in cul-de-sac
Description of sound environment at start of survey (principal environmental and natural sound sources, which sources are dominant, character of the sound environment cf. to the character of the new source)
Road traffic on A465
Description of sound environment at end of survey (principal environmental and natural sound sources, which sources are dominant, character of the sound environment cf. to the character of the new source)
Road traffic on A465

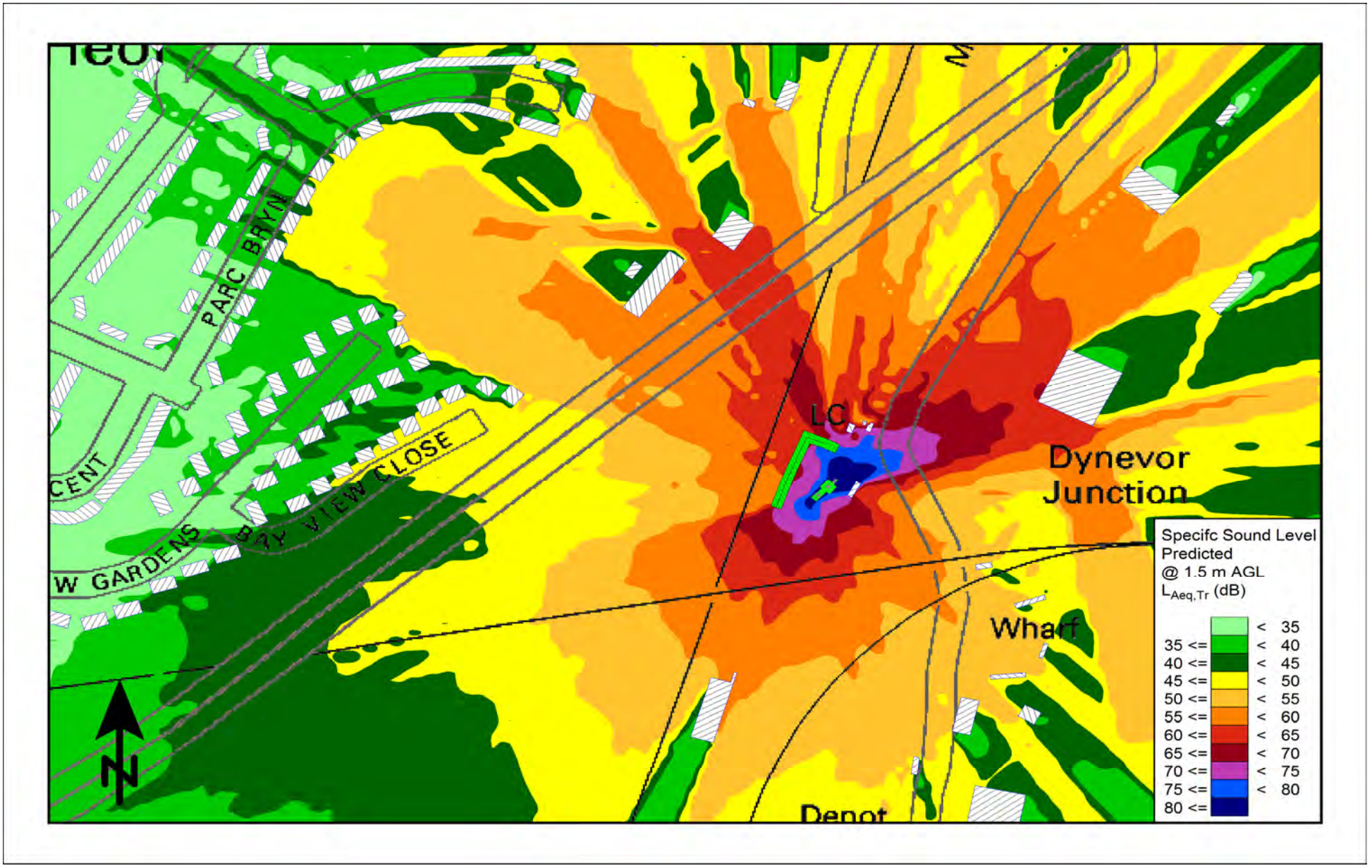
Location	Status	Time	$L_{Aeq,5min}$ (dB)	$L_{A90,5min}$ (dB)
End of Bay View Close	ON	12:00	66	63
		12:05	66	63
		12:10	67	64
		12:15	66	64
		12:20	66	62
		12:25	67	64
		12:30	67	63
		12:35	67	64
		12:40	67	64
		12:45	67	65
		12:50	65	64
		Average / Min	**67**	**62**
End of Bay View Close	OFF	12:53	67	63
		12:58	67	63
		13:03	67	64
		13:08	68	64
		13:13	67	65
		13:18	67	65
		13:23	67	65
		13:28	67	64
		13:33	67	64
		13:38	67	65
		13:43	66	64
		Average / Min	**67**	**63**
End of Bay View Gardens	OFF	13:50	59	57
		13:55	60	57
		14:00	60	58
		14:05	60	58
		Average / Min	**60**	**57**
End of Bay View Gardens	ON	14:16	60	58
		14:21	59	58
		Average / Min	**59**	**58**

On Site Measurment Data

Location	Run Time	Measured $L_{Aeq,T}$ (dB)	Measured Octave $L_{Aeq,T}$ (dB)										
			16 Hz	31.5 Hz	63 Hz	125 Hz	250 Hz	500 Hz	1 kHz	2 kHz	4 kHz	8 kHz	16 kHz
1	00d 00:01:38	88	39	46	63	66	74	79	80	83	83	76	60
	00d 00:00:46	91	38	48	63	65	75	82	83	87	86	79	62
2	00d 00:00:55	84	36	43	56	65	69	74	76	79	77	70	52
	00d 00:00:30	84	37	45	55	65	68	76	77	79	78	70	54
3	00d 00:01:18	93	44	52	64	71	78	83	85	88	87	80	65
	00d 00:00:31	96	45	57	65	75	80	86	89	91	90	83	68
4	00d 00:01:05	85	35	45	60	62	70	76	78	80	79	73	59
	00d 00:00:30	87	33	47	60	66	72	77	81	81	81	75	61
5	00d 00:01:01	83	27	40	52	56	66	68	73	77	79	77	60
	00d 00:00:37	86	27	40	52	55	66	71	76	80	81	79	60
6	00d 00:02:06	80	30	38	51	60	65	70	73	75	74	68	50
	00d 00:00:32	78	27	40	50	55	61	66	72	74	72	68	49
7	00d 00:01:25	66	22	31	42	49	53	56	58	60	59	55	31
	00d 00:00:31	66	20	31	44	49	53	56	58	60	60	56	34
8	00d 00:01:55	70	32	33	45	51	55	58	61	64	64	62	41
	00d 00:00:28	72	31	38	49	55	58	62	66	67	66	63	43
9	00d 00:01:35	69	36	33	47	52	55	61	63	63	61	54	34
	00d 00:00:36	71	35	35	47	51	57	62	65	66	64	58	39
10	00d 00:01:38	84	34	44	59	67	71	75	77	80	77	68	50
	00d 00:00:45	83	34	43	57	64	68	73	75	78	77	69	52
11	00d 00:01:14	78	32	40	53	65	65	70	71	74	71	62	45
	00d 00:00:40	80	32	43	53	64	68	70	72	75	74	65	48
12	00d 00:01:36	72	28	38	49	58	63	66	65	66	63	53	32
	00d 00:00:31	72	28	38	49	57	61	63	64	68	66	55	34
13	00d 00:01:13	65	25	33	50	47	51	57	60	60	57	45	21
	00d 00:00:30	66	24	35	48	49	51	58	61	62	58	47	25
14	00d 00:01:36	72	22	32	51	51	54	61	66	68	66	56	35
	00d 00:01:03	74	22	36	52	52	55	63	67	69	68	58	38
15	00d 00:01:00	61	23	32	40	40	48	54	58	52	48	41	19
16	00d 00:00:32	62	18	33	43	48	48	56	58	51	44	33	11

On Site Measurment Locations

Predicted Specifc Sound Level



Appendix C: Complaint Log Form

Environmental Procedure	{Operator Logo}	Page 1 of 2
Noise Complaints Procedure		Revision Number: 1
		Revision Date: November 2015
Document Reference		Date Next Revision Due:

Noise Complaints Procedure	
Purpose	To log the details of any complaint received at the site relating to noise and to record remedial actions made and undertaken.
Other Relevant Documents	Noise Management and Monitoring Plan, November 2015
Responsibilities	The Compliance Manager is to be notified of all noise complaints received.

Procedure

Recording the Complaint

- Any noise complaint received will be dealt with by the Compliance Manager, however anyone appropriately trained to do so may record the complaint;
- If a complaint is made, the form included below will be completed and retained at the site office;
- The person recording the complaint should, whilst talking to the complainant, fill out parts 1 – 6 of the complaints log form. Once this has been carried out and the dialogue with the complainant is finished, the person recording the complaint should attempt to complete parts 7 – 12.

Following up the Complaint

- The Compliance Manager will check the information recorded in parts 7 – 12 of the complaint log form and amend / complete as necessary;
- If details have been provided, the Compliance Manager will contact the complainant by telephone to discuss the nature of their complaint;
- After details of the complaint have been compiled, the cause(s) will be investigated, with reference to:
  - The activities taking place on site at the time;
  - The timing of the complaint (whether weekday, weekend, daytime, evening) etc;
- The likely reasons for the complaint will be added to the form and the complainant will be contacted as appropriate;
- The complaint will be investigated and the feasibility of making changes to the activities responsible for the complaint will be considered. If changes are made, the Noise Management and Monitoring Plan will be updated accordingly;
- Details of actions taken will be held on file and retained at the site office;
- The complaint will be followed up following any remedial actions to ensure that the issue has been addressed.

Noise and/ or Vibration Complaints Form				Page 2 of 2
South Wales Wood Recycling Ltd	**Date Recorded:**		**Reference Number:**	
1. Name and address of caller (complainant)				
2. Telephone Number				
3. Name and Position of person logging complaint				
Details of Complaint				
4. Date, time and duration of noise event				
5. Noise description				
6. Any other comments from the complainant				
Immediate Follow-up Information				
7. Weather Conditions (e.g. dry, rain, fog, snow)				
8. Wind Direction and Strength (e.g. light, strong, gusting)				
9. Have any other previous complaints of this nature been recently received?	YES/ NO			
10. Any other relevant information (e.g. Any unusual activities taking place at neighbouring sites)				
11. Potential on site sources that could give rise to the complaint				
12. Operating conditions/ activities at the time of complaint				
Follow-up Actions				
13. Date and time complainant contacted				
14. Further actions taken				
15. Amendments required to the Noise Management Plan	YES/ NO			

RPS

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