

EP08 – Complaint Handling

What is this?

This is a written procedure that outlines how complaints regarding environmental issues relating to the company's activities are handled.

Note: This procedure should be read in conjunction with the procedure for internal and external communications.

What does the responsible manager have to do?

The responsible manager must ensure that:

- All complaints are taken seriously and dealt with appropriately
 - Any immediate actions required are implemented
 - All complaints are investigated, to identify the remedial actions required, the root cause, and preventative measures necessary to avoid recurrence
 - Further to the investigation, any actions requiring approval are addressed promptly, added to the Site Improvement Plan, and actioned in a timely manner
 - A record is made of all complaints, along with any response and/or actions taken
 - Periodically, the complaints records are reviewed to identify any trends, and appropriate steps required.
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What do employees have to do?

All employees must:

- Report any complaint that is received to the responsible manager immediately
 - Report any incident which may cause a nuisance, or give rise to a complaint, to the responsible manager immediately.
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Associated documentation

EMS Section

- Consultation and Communication

Environmental Procedure

- EP07 – Internal and External Communications

Forms

- EF02 – Site Improvement Action Plan
- EF03 – Internal Communication

