



The Coventry and Solihull Waste Disposal Company Limited

Complaints procedure

Summary

The Company aims to provide a high quality service to its customers and operate its plant in a manner, which minimizes nuisance to neighbours and to the local environment.

Problems may occur which will result in complaints from customers, the public, or other stakeholders.

This procedure details how these complaints are recorded, investigated and responded to, and allocates responsibility for specific actions.

Scope

All complaints from external sources are dealt with under this procedure.

Out of normal working hours Shift Team Managers record all complaint calls in the complaints book (noise, dust, smell etc) and take any action necessary to investigate and correct any deficiency.

Responsibility

The Administrator monitors the progress of complaints and investigations and reports progress to the Environment, Health and Safety (EH&S) advisor.

The Compliance and Performance Manager is responsible for ensuring that a thorough investigation takes place, that effective corrective action is initiated where appropriate and that the complainant is informed of the outcome.

The Compliance and Performance Manager is responsible for ensuring that the complaint has been dealt with satisfactorily and in accordance with this procedure.

The EH&S Advisor collates the EH&S complaints and reports these to the Senior Managers.

The criteria used to judge the validity of EH&S complaints will include various factors such as the nature of a complaint, the wind direction, plant conditions, location and the time when the complaint arose.

The Site Supervisor monitors the Weighbridge Complaints Book on a daily basis.



Requirements

All complaints are processed using the record of the investigation and subsequent actions and/or responses to the complainant.

Upon receipt of a complaint, the person initially notified informs the EH&S Advisor or the Compliance and Performance Manager, who then arranges the necessary follow up with the relevant personnel.

If necessary an incident report is also raised. This will depend upon the circumstances of the complaint. All complaints are recorded.

Source of complaint

The member of the public, customer, staff, client or other stakeholder contacting CSWDC Limited is, where relevant, transferred to the EH&S Advisor or the Compliance and Performance Manager to discuss the complaint. The EH&S Advisor or the Compliance and Performance Manager will record the complainants name, address, telephone number and nature of the complaint, and will inform the complainant that the matter will be investigated and, after investigation, the outcome of the investigation.

The EH&S Advisor or the Compliance and Performance Manager will initiate an investigation either personally, or by delegation in order to ascertain the validity of the complaint and/or the cause of the problem leading to the complaint.

Where practical the investigator will recommend a course of corrective action form before referring the findings to the EH&S Advisor or the Compliance and Performance Manager, who will then decide whether the course of corrective action is satisfactory and if necessary initiate further investigation and/or corrective action.

Response

The Compliance and Performance Manager is responsible for responding to all complaints, but may delegate such action where appropriate.

On completion of the investigation, the Compliance and Performance Manager will inform the complainant of the outcome and/or any corrective action taken, either by telephone or in writing, as appropriate.

The targets for achieving each stage of the corrective actions are:

Acknowledgement by Day 1

Investigation by Day 5

Response by Day 7



If the investigation cannot be completed by day 5 then the Administrator I prepares a further response to the complainant informing them of the progress of the investigation.

The EH&S Advisor monitors the progress of all complaints and the progress of investigations and includes details of all complaints in a report which includes:

- Number of complaints received since last report.
- Number of complaints, investigations, and responses completed within the target time scale.
- The date of receipt and response of any complaints where the investigation and/or response or targets have not been achieved.

The EH&S Advisor will then review all complaints to ensure they have been dealt with satisfactorily and in accordance with this procedure.

The EH&S Advisor monitor the nature of complaints to identify any recurring problems.

Records

All records of complaints are electronically stored. Historical documents are stored in a paper based filing system.