

MM9 Monitoring and Measurement - Incidents & Complaints

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1.0 Scope

To record and respond to complaints from the relevant authorities and the general public, enabling the Company’s continuous improvement and ensuring full investigation and follow up of all incidents.

2.0 Definitions

Incident Happening accidentally; not in the usual course of events.

2.1 Abbreviations

EMR Environmental Management Representative

3.0 Responsibilities

3.1 Director

- Responsible for implementing/enforcing any actions required should a complaint / incident highlight failure within the system.

3.2 EMR

- Responsible for receiving, analysing, responding to and recording of stakeholder complaints.
- Responsible for carrying out incident investigation

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4.0 Procedure

Incidents investigation shall be commenced when an incident has occurred or a complaint received.

Complaints will either come directly from the general public or an enforcement agency. Complainants should be directed to the EMR, or a Director

In general any incident must be investigated within one hour of notification.

Once a complaint is received, the incident can be divided into one of two categories, odour or other. The following information should be collected and recorded on an incident report form.

- Name and contact details of complainant
- Information regarding the complaint
- Wind direction and Weather conditions
- Any special circumstances

4.1 Odour Complaints:

- Source – The complainant should be asked whereabouts they detected the odour in relation to the installation.
- Type – The complainant should be asked to characterise the odour they have detected.
- Duration – The complainant should be asked for how long they have detected the odour and if it is getting stronger or weaker in intensity.

4.2 Other complaints / incidents:

These need to be investigated in a similar way to odour complaints, with determination of the stage at which the problem occurred, how it occurred and possible suggestions to decrease the likelihood of it re-occurring.

4.3 Responses to complaints / incidents

- Once all of this data is collected the EMR shall carry out an incident investigation using the form in appendix 2.

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- If problems are found, a non-conformance report shall be completed and a copy handed to the appropriate Manger for immediate implementation.
- If the problem will take longer than 1 hour to solve, the appropriate authority shall be notified by telephone/email and the decision taken on whether to shut down, by-pass or isolate any part of the process; a copy of an event report form will be sent to the appropriate authority.
- **The appropriate authority is:**

**Pollution Control Officer
Derbyshire Dales District Council
Contact: Ms K Carpenter 01629 761227**

- A follow up telephone call or letter shall be written to the complainant.
- A copy of the letter or notes of the call shall be retained by the Company.
- Once a letter has been produced it must be checked and signed by a Director, photocopied and filed with all other relevant paperwork, a record of the complaint must be made on the Environmental Incidents Record - this shall give brief details of the nature of the incident and the actions/date of response, making the analysis of data and any trends more obvious when analysis is required.
- At the end of each year the odour and other complaints are plotted for each month, possible trends and actions taken/required are noted.

5.0 Records:

Complaint log form and Incident Investigation Forms

Event Report Forms

Non-Conformance Report Forms

Environmental Incident Record

Incident analysis data

6.0 References:

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OC Procedures

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Appendix 1 - Environmental Complaints / Incident Record

Ref number	Date	Time	Source found / Action	Response sent

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Appendix 2: Complaint and Incident Log sheet

Reference:	Date received:	Time:
Complainant / Site Details		
Name:		
Address:		
Phone:		
Details of Complaint / Incident		
Odour Compliant?		
Wind direction:		
Type of odour:		
Duration:		
Form completed by		
Name:	Job title	
Information passed to:		
Name:		
Position:		
Date:		

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Appendix 4: Amendment Status Record Sheet

This record shows all the amendments to the latest issue of the manual.

Amend No.	Date	New Insert			Superseded Remove		
		Section	Page	Issue	Section	Page	Issue

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Appendix 5: Amendment Details

This record shows details of all amendments.

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-	25.01.17	All	All	New document	0

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