Appendix 13

Complaints Register Form

HAERSES ROAD QUARRY
COMPLAINT REGISTRATION FORM

All complaints or comments received from the public to be recorded on a copy of this form. The Environmental Officer and/or Quarry Manager must be advised of the complaint immediately.	
Time & Date of receival of Complaint	
Method of Complaint (e.g. verbal, telephone, email):	
Name of Quarry in relation to the Complaint	
Nature of Complaint:	
Weather conditions at time relating to complaint (wind/rain?):	
Name / address / contact no. of Complainant: (If complainant will not provide details, provide a note to that effect)	
Complaint recorded by:	
Section to be completed by Site Supervisor:	
Recommended Action: (If no action is to be taken, provide reason why)	
Implementation required by (date):	
Complainant to be contacted on (date if required):	
Action completed: Signed / date (Quarry Manager / Enviro. Officer)	