

ENVIRONMENTAL COMPLAINTS PROCEDURE

1. Definitions

Complaint - any expression of dissatisfaction whether written, verbal or otherwise, with any product, service or by-product of product or service provided by AGB Small Contracts Limited including, but not limited to:

- Customer Complaints
- Complaints from members of the public
- Complaints received from the local community or other interested parties
- Environmental Complaints
- Complaints from Regulatory Bodies.

2. Purpose

To ensure any complaints received are logged and appropriate action taken to prevent recurrence.

3. Responsibilities

Logging Complaint	-	Senior Management
Review of Complaints	-	Senior Management
Resolution of complaint	-	Senior Management

4. Procedure

4.1 All complaints received shall be directed for formal recording. The details of any new complaints are passes to the Senior Management Team for review.

4.2 An investigation into the nature of the complaint shall begin immediately and an assessment made of the impact both environmentally and legislatively. If the nature of the complaint is proven, where practicable every effort shall be made to minimise the impact through containment action.

4.3 Where necessary the appropriate authorities shall be notified to ensure legal requirements are met.

Once a solution has been found or a conclusion has been reached, the corrective action form shall be completed and agreed by management. The results of the investigation and any actions to be taken shall be communicated to the interested parties. Any corrective action plans resulting from the investigation shall be progressed and reviewed periodically by management.

Signed :



Allan Brown

Date : 1st September 2016