TITLE: Neighbours or Public Complaints Procedure

Purpose

Bakkavor Meals Boston is committed to the management of the Environment and seeks to minimise or eliminate the risk to any neighbours or the general public's environment. Any complaints shall be recorded and investigated using the site complaints log, feedback will be given to the complainant.

Objective

Eliminate or minimise any risk of potential nuisances or issues that may give cause for complaint.

Strategy

Identify all streams of potential nuisances and address potential issues. Establish routine monitoring, when required, of all nuisances and recommend best practice to avoid complaints.

Method

Complaints received to be discussed at management level with communication provided directly back to complainant. Environmental monitoring at Bakkavor Meals Boston will encompass all aspects of potential nuisance's and champion best practices, when applicable. To ensure the local community has the opportunity to communicate the SHE Manager is the responsible person.

Scope

Complaints / Statutory Nuisance

A statutory nuisance is a nuisance that is, or is likely to be prejudicial to peoples, health, or interference with a person's legitimate use and enjoyment of land.

This particularly applies to nuisance to neighbours or general public.

It is in the best interest of the company to maintain good relations with Neighbours and the general public.

Scope

All personnel

Responsibilities

SHE Manager and Head of Operations

Implementation

To be disseminated to relevant head of function dependant on type of complaint

Procedures

In the event of a complaint the following action should be undertaken –

The person receiving the complaint should obtain and record the time and details of the complaint and contact name/s and number of the complainant. The complainant should be informed that the relevant manager will respond within a given timescale.

SHE Manager will:

Record the complaint and any subsequent correspondence or details.

Deal with the complaint promptly and appropriately and inform the complainant what is being done about the complaint.

The results of the investigation and any actions arising should be recorded and actioned.

Information arising from the complaint or investigation should be used to further improve our procedures where applicable and prevent further complaints.

If the complaint cannot be resolved amicably it maybe a requirement to Group or professional bodies such as the “Local Environment Officer” or seek legal / Group advice.