Noise & Vibration Management Plan

Milton Gough's
Shaw Ln, Cudworth
Barnsley,

Noise & Vibration Management Plan
23/06/26

Ref: MG.PT.NVMP.2606

AC Environmental Consulting Ltd
Environment House,
Werrington Road,
Stoke-on-Trent
ST2 9AF

Reference & Revision	Issue	Prepared	Approved
MG.PT.NVMP.2606	First Issue	SD	DA

CONTENTS

1. Introduction 3
1.1 Contact Details 3
1.2 Overview 3
1.3 Site Activities and Equipment 4
2. Vibration 4
3. Potential Sources of Noise 5
Table 3.1 Noise Sources 5
4. Potential Receptors 6
Table 4.1 Sensitive Receptor Ranking 6
4.1 Vibration 8
5. Site Design 8
6. Mitigation 9
6.1 Noise Management Plan 9
Table 6.1.1 General noise control measures 9
Table 6.1.2 Specific noise control measures 10
6.2 Partially Enclosed Building 11
6.3 Screening 11
6.4 Purchasing 11
6.5 Maintenance 11
6.6 Site Operations 11
7. Monitoring 12
7.1 Noise and Vibration 12
8. Complaints 13
9. Documentation 14
10. Construction Noise and Vibration Induction 14
11. Summary 15
Appendix 1 – Noise and Vibration Induction Form 16
Appendix 2 - Drawing Ref: 260310MG101 17
Appendix 3 – Drawing ref: 260310MG103 18
Appendix 4 - Complaints procedure 19

1. INTRODUCTION

AC Environmental Consulting Ltd, on behalf of Milton Gough's car breakers, have prepared a Noise and Vibration Management Plan (NVMP) for a site located on the land / premises at Shaw Lane, Cudworth, Barnsley, S71 3HG.

The NVMP has been written in response to a Noise Impact Assessment carried out by NoiseAir acoustics specialists, ref: P9939-NA1-V1. The report found the site to be a 'low impact' facility in terms of noise.

The objective of this plan is to provide a framework for site activity noise and vibration management to ensure that noise and vibration levels do not impact on neighbouring buildings.

This plan accompanies a permit variation application for the site, which entails changing the name of the permit holder. The site has been operated as a ELV yard since the 1980s

1.1 Contact Details

Role	Name	Organisation	Phone	Email
Environmental Consultant	Sam Davies	AC Environmental	01782 308444	sam.davies@ac-environmental.co.uk
Public Complaint & TCM	Mike O'Neill	Milton Gough's	07774 969215	mickmgs@aol.com
Local Authority		Barnsley Metropolitan Borough Council	01226 773555	Online complaints form via the website

Milton Gough's are responsible for ensuring that this noise and vibration management plan is correctly implemented.

All site personnel will be required to read and sign the noise and vibration induction form as shown in Appendix 1. If required, specific training will be provided for site personnel.

1.2 Overview

The site is located on the Land / Premises at Shaw Ln, Cudworth, Barnsley, S71 3HG and is operating as an ELV depollution and parts salvage yard. The nearest residential property lies approximately 210m West on Shaw Ln. The site is neighboured by various industrial facilities including other ELV

breakers, waste transfer stations and a package warehouse. The Sheffield – Wakefield railway line runs approximately 20m to the west of the site, and the industrial complex on which the site is situated is surrounded to the east, south and west by the Dearne valley wetland SSSI and on all sides by the Carlton Marsh LNR.

This plan has been written to meet the requirements of the Environment Agency. The site will operate in accordance with this document to ensure that noise pollution is mitigated in every possible way.

The site location and relationship to the landscape is shown in Appendix 4 below.

1.3 Site Activities and Equipment

The site is currently operating as an ELV depollution and parts salvage yard. Activities undertaken which have the potential to create noise include the unloading and loading of waste, processing of waste using mechanical tools and general vehicle manoeuvring around the site.

The main activity undertaken on site will be ELV depollution, with further parts salvage for resale occurring alongside the general depollution activities. The site will only operate in accordance with the operating hours permitted. Milton Gough's has operated as an ELV breakers since the 1980s, however is applying for a permit due to a change in ownership. The proposal is to continue to operate an ELV processing facility with space to store 126 depolluted ELVs across 6 individual stockpiles, as well as a range of different parts and products of depollution. All ELV processing will be contained within a brick building.

Waste tipping and handling, as well as the use of power tools during parts salvage are the activities which are most likely to cause issues relating to noise. These are essential to daily site operations so can not be removed as processes, therefore the site will operate under mitigation strategies to ensure that local receptors feel the minimum noise impacts possible from the site.

2. VIBRATION

BS 6472-1:2008 *Guide to evaluation of human exposure to vibration in buildings.* Vibration sources other than blasting provides the best available information on the application of methods of measuring and evaluating vibration in order to assess the likelihood of adverse comment. There is no large scale plant on site which means that the impacts of vibration on site are minimal

3. POTENTIAL SOURCES OF NOISE

Due to the nature of the site operations, it can be deemed that the most significant sources of noise on site are likely to come from ELV processing – both the use of tools and moving the ELV around the site to its stockpile.

As the site is present in an industrialised area, it can be said that the site activities will have a low impact on the immediate surrounding receptors. The nearest residential receptor is 210m west of the site, and there is a large topographic barrier between the site and the receptor (railway embankment) which will act as a screen to some of the noise

Table 3.1 Noise Sources

Activity	Mitigation
Deliveries of Waste and Tipping	Vehicles accessing site are restricted to 5mph at all points within the site. This speed limit is communicated to staff through induction training and reinforced via toolbox talks. Waste will not be dropped at all – depending on the delivery vehicle, the ELV will be placed down gently by a hi ab crane, or winched slowly off the back off a tipper van. All delivery vehicles are subject to a 5mph speed limit and all waste deliveries and tipping only occur within the operating hours permitted.
Loading	The same will be applied to loading as is to tipping. Gentle use of hi abs/winches by trained professionals within operational hours only
Waste Processing	Waste processing will be screened by the brick walls of the building. Power tools used to depollute ELVs and extract further parts from the vehicles will be used exclusively within the building. When being moved around the site using the forklift, the forklift operator will be trained in not dropping the ELVs to ensure that noise is kept to a minimum. Forklifts and all other vehicles on site will not be permitted to idle and engines will be turned off when not in use.
Vehicles	Both personal vehicles of site operatives, and waste transport vehicles of customers will only be permitted to drive and park on the area of concrete by the site entrance in order to eliminate the risk of noise created by vehicles shaking about by driving over pot holes. The only vehicle permitted towards the south of the site on the hardstanding is the forklift truck.

4. POTENTIAL RECEPTORS

There are several potential noise sensitive receptors in the general vicinity of the site which are given in Table 4.1 below. Details on the site activities and potential sources of noise are outlined in Section 3 above. Table 4.1 below outlines the closest sensitive receptors within 1km of the site which may be more responsive to noise levels produced on site.

Table 4.1 Sensitive Receptor Ranking

Land use e.g. house, school, hospital, commercial	**Receptor**	**Direction from site (North, South, East, West)**	**Approximate distance to site boundary (m)**	**Sensitivity to odour** Low (e.g. footpath / road) Medium (e.g. industrial / commercial workplace) High (e.g. housing / pub / hotel etc.)
Educational Facilities	1. Carlton Primary School	W	955m	High
	2. Outwood Academy Carlton	NW	884m	High
Elderly Housing	N/A			
Medical	N/A			
Recreational & Environmental Areas	3. Carlton Marsh LNR	N/E/S/W	0m W 603m N 83m E 119m S	High
	4. Dearne Valley Wetlands SSSI	E/S/W	0m W 83m E 119m S	High
	5. Carlton Park	W	563m	High
	6. Royston – Barnsley canal (not operational)	NW	419m	Medium
	7. Carlton Bowling Green	NW		High
Place of Worship	8. Barnsley PIWC – Pentecostal Church	NW	973m	Medium
	9. St John the Evangelist	NW	996m	Medium
Restaurant / Pub	10. Rushy's Cafe	E	27m	High

Institutions/ Services/ Infrastructure	11. Railway Line – Sheffield to Wakefield	W	25m	Low
	12. Cudworth Pkwy Bypass	SE	985m	Low
Commercial	13. Sophie Elsworth Hairdressing	W	901m	Medium
Industrial	14. W Conway & Sons	S	27m	Medium
	15. DTS Environmental Ltd	E	15m	Medium
	16. Heely Skips	NE	150m	Medium
	17. Ash Waste Services	E	87m	Medium
	18. Carlton Car Breakers	NE	60m	Medium
	19. AH Hardwick	N	15m	Medium
	20. L Motor Spares	N	30m	Medium
	21. Welbourne Car Dismantler	NE	237m	Medium
	22. Trevor Wigley & Son Bus Ltd	NE	305m	Medium
	23. PVS Barnsley	NE	360m	Medium
	24. Geoff Ripley & Son	N	406m	Medium
	25. CK Beckett	N	503m	Medium
	26. XXL Parcel	N	532m	Medium
	27. Star Autocentre	N	578m	Medium
	28. Premier Foods Carlton			Medium

There are also a number residential properties further afield to the north, east and south of the site within 1km which are shown in the table below

Map Label	**Location**	**Direction from site (North, South, East, West)**	**Approximate distance to site boundary (m)**	**Sensitivity to odour** Low (e.g. footpath / road) Medium (e.g. industrial / commercial workplace) High (e.g. housing / pub / hotel etc.)
1	**Weetshaw Ln**	**E**	**690-830**	**High**
2	**Weetshaw Ln**	**E**	**830-1000**	**High**
3	**Royston Road**	**E**	**630-815**	**High**
4	**Royston Road**	**E**	**710-930**	**High**

5	**Sherwood Way**	**E**	**790-910**	**High**
6	**Sherwood Way**	**E**	**875-990**	**High**
7	**Shaw Ln**	**NE**	**335-425**	**High**
8	**Shaw Ln**	**W**	**240-315**	**High**
9	**Highgrove Close**	**W**	**605-720**	**High**
10	**Shaw Ln**	**W**	**790-900**	**High**
11	**Parkside**	**W**	**755-830**	**High**
12	**Ivy Farm Close**	**W**	**860-925**	**High**
13	**Ivy Farm Close**	**NW**	**810-915**	**High**
14	**Fish Dam Lane**	**W**	**915-1000**	**High**
15	**Manor Farm Close**	**W**	**900-975**	**High**
16	**Wharncliffe Court**	**W**	**780-870**	**High**
17	**Spring Grove**	**NW**	**945-1000**	**High**
18	**Church Street**	**NW**	**960-985**	**High**
19	**Far Lawns**	**NW**	**920-955**	**High**
20	**Far Lawns**	**NW**	**885-995**	**High**
21	**Cronkhill Ln**	**NW**	**945-1000**	**High**

4.1 Vibration

It is not anticipated that ground-borne vibration will be an issue due to the lack of mechanical processing plant on site, and the relatively small scale of the operation

5. SITE DESIGN

The site layout is designed to ensure freedom of movement and to enable efficient processing and storage of ELV waste. The site is mostly surfaced with impermeable concrete, and it is important to note that only depolluted ELVs will be stored on the hardstanding section of the site.

The site consists of a main depollution building, alongside a number of other structures which act as a site office and parts storage. Depolluted ELV storage will be in the south of the site, with a maximum capacity of 126 vehicles over 6 separate stockpiles.

Waste is brought onto site by customer vehicles, so thorough waste inspection procedures are implemented to mitigate the risk of non conforming waste entering the site. Upon arrival, the waste will be inspected on the concrete by the entrance to the site. If deemed acceptable by trained operatives, the ELV will immediately be transferred to the depollution shed, where the waste will be depolluted and stripped of valuable parts. Following this, the ELV shell will be placed on one of the stockpiles in the south of the site and parts will be wiped down of any residual oil before being stored in their respective stockpile in the north of the site.

6. MITIGATION

6.1 Noise Management Plan

It is crucial to minimise noise levels that have the potential to reach sensitive receptors by reducing the noise at its source, ensuring there is adequate distance between the source and the receiver, and using barriers and mitigation strategies between the source and the receiver. Due to the nature of the site operations and location, the following general noise and vibration control measures have been implemented and will be monitored to ensure that staff always carry out these measures. Table 6.1.1 below details in the general noise control measures that are undertaken on site, and Table 6.1.2 below details in the specific noise control measures that are in place for each activity that occurs on site.

Table 6.1.1 General noise control measures

Equipment/process	General noise control measures
Mobile plant (forklift)	Only use when necessary and do not idle the engine
	Engine exhausts shall be fitted with silencers and the FLT will be regularly maintained so that the engine remains quiet and smooth
	Operate equipment in a quiet and efficient manner. Do not drop materials, place wherever possible. Do not drag items across the ground especially when moving skips
	All plant shall be inspected and maintained within the manufacturers guidance
	Endeavor to sequence work to provide respite periods
	Strictly enforce speed limits around site. Explain to staff the impact on noise of high speeds. Train staff on the requirements for strict compliance with this requirement via use of toolbox talks.
Management	It is the responsibility of site management to ensure that all noise management strategies are implemented at all times on site
	Noise and vibration management is a key aspect of site training and compliance. Management will make all the requirements of this MVNP known to staff through induction training as well as toolbox talks
	Routinely inspect surfacing for defects and damage and implement repairs as a matter of urgency to maintain smooth surface clear of large cracks and potholes.

	Site management will monitor noise throughout the day by walking around the site at intervals and checking that the requirements of this MVNP are being adhered to. Complaints will also be dealt with in accordance to the complaints site working procedure
Screening	A concrete perimeter walls at 5m high on the west of the site, along with the large railway embankment will screen noise to the nearest residential receptors 210m to the west
	Depollution operations are contained within a brick building, with the open front facing eastwards toward other industrial premises
	The neighbouring industrial properties provide further screening to the nearest residential receptors to the east

Table 6.1.2 Specific noise control measures

Specific process	Noise control measures according to process
Deliveries of Waste and Tipping	Vehicles accessing site are restricted to 5mph at all points within the site. This speed limit is communicated to customers as they enter the site. incoming vehicles will also be restricted to the area of concrete by the site entrance and site office. Waste will never be dropped, either placed using a hiab or winched/rolled off the back of a flatbed. Once the waste is deemed acceptable it will be transported to the depollution shed in the north west of the site.
Loading	The same can be said for loading as is said for tipping. A trained operative will gently remove the ELV from its stockpile before bringing it over to the site entrance where it will be loaded onto the waste transporter using either a winch or a hiab crane. The transporter vehicle will be instructed to have the engine turned off when waiting for waste to be loaded/unloaded
Depollution	The depollution process will be held within a building which will provide effective noise screening to local receptors. No mechanical depollution plant is used meaning the noise and vibration levels are minimal. Any power tools which are used will only be used within the buildings. The open front of the building faces eastward, away from the nearest residential receptor.
Vehicles	Both personal vehicles of site operatives, and waste transport vehicles of customers will only be permitted to drive and park on the area of concrete by

	the site entrance in order to eliminate the risk of noise created by vehicles shaking about by driving over pot holes. The only vehicle permitted towards the south of the site on the hardstanding is the forklift truck.

6.2 Partially Enclosed Building

The site benefits from a partially enclosed building where depollution will occur. This will act as a screen for both dust and noise. The building does have a steel roller shutter however this will generally be kept open during operational hours for ease of movement and efficiency

6.3 Screening

The site is screened from the nearest residential receptor by a 5m high concrete panel wall and a large railway embankment. This is in addition to the waste processing operation being screened within a brick building

6.4 Purchasing

Future equipment purchasing policy will include consideration of the noise produced by equipment and the methods of work. Where a choice of methods or plant is available, the quieter will be chosen. Generally, manufacturers will include sound level output in the specifications of their equipment which site management will refer to.

Where vehicle-reversing alarms are used, because of their tone, site management will use adjustable or directional audible alarms in regard to future purchasing, or other alternative warning systems. For example, white noise alarms give a full spectrum of noise rather than a single tone, which is claimed to be as good as a single tone alarm at close range and at a distance it blends into the background.

6.5 Maintenance

Site Management will ensure that regular and effective maintenance is carried out. This will contribute to greater efficiency in operation and reduce noise on site. Particular attention will be paid to mobile plant e.g. sufficient lubrication, the preventing of vibration from loose parts, engine noise and any acoustic enclosures.

6.6 Site Operations

The height from which material will be dropped will be minimised. Special care will be taken to avoid metal on metal impact when adding ELVs to the depolluted ELV stockpile. Waste will be gently removed from waste vehicles using a hiab crane or a winch.

Within the constraints of efficient operation, site management will limit the use of particularly noisy plant such as only using power tools when absolutely necessary. All equipment and plant will be turned off when not in use

Site management will ensure that site staff avoid unnecessary revving of engines, reducing speed of vehicle movement, maintain roads to minimise vehicle noise; and pointing directional noise away from sensitive receptors where possible. Vehicles will only be permitted to drive on the concrete area in the north of the site.

Site management will ensure that staff receive adequate information, instruction and training in regard to keeping levels of noise as low as possible on site with the use of screens, methods and avoiding impact. Site management will also use notices and signs to remind staff and visitors.

Training will include:

- Avoiding unnecessary revving of engines and switching off equipment when not required;
- Keeping internal routes well maintained;
- Avoiding impact noise;
- Minimising drop heights of materials;
- Avoiding reversing (reversing alarms);
- Starting up plant and vehicles sequentially rather than all together.

7. MONITORING

7.1 Noise and Vibration

Noise monitoring shall be conducted by the Site Manager on a daily basis. The monitoring will consist of a two-stage process. In the first instance routine monitoring noise for noise will form part of the site inspection regime as described in the Site Management Plan and procedures.

- Site management will regularly patrol the site boundary and listen out for potentially problematic noise emanating from the site to ensure that the noise action plan is effective. Any additional action will be taken, as necessary.
- Site management will regularly monitor the noise action plan below and ensure that staff are employing noise reduction techniques.

Noise monitoring will take place in response to a complaint and on 6 monthly intervals for a period of 2 years. Noise monitoring shall be carried out in accordance with the following plan.

1. Attended measurements by MIOA qualified acoustician in response to the issue and thereafter at further intervals to be determined in response to findings. Measurements will be LAeq 5-minute levels over 1 hour at 1m from the nearest façade for 2 years from the first measurement.
2. Sound level meter at a height of 1.2 to 1.5m at 1m from the façade – Cirrus Integrating Sound Level Meter (CR821B), Class 1 Group BS EN 61672-1:2003 (s/n C18361FE)) with windmuff. The meter will be calibrated before and after the measurements using a Cirrus calibrator type CR:551E (s/n 039816); the instrumentation will have been laboratory calibrated within the preceding 2 years.
3. Monitoring to occur during typical working hours.
4. Monitoring will be attended, and meteorological conditions will be logged.
5. Any 'pauses' for extraneous noise will be noted. Activities and events on site and off site will also be noted.
6. Report will note all information detailed above (electronic copy and hard copy if required)
7. Records of all incidents and monitoring shall be retained on-site and provided to the Waste Planning Authority and other regulatory bodies on request.

8. COMPLAINTS

The following procedure shall be followed for all noise complaints:

1. All noise and vibration complaints should be immediately directed to the Site Manager.
2. As soon as the complaint is received it will be recorded.
3. An initial response will be made and recorded. Depending on the nature of the complaint, the nature of the initial response could be to immediately cease the activity pending investigation. However, in some cases is might not be practicable to provide immediate relief. The complaint will be informed of actions taken. Contact details for the council will be available on site in case consultation with the Environmental Health Department is necessary.
4. Where the initial response does not address the complaint, further investigation, corrective action and follow-up monitoring shall be undertaken as appropriate. The compliant and council will be informed of actions taken.
5. All actions will be recorded, and the complaint will then be closed.

9. DOCUMENTATION

A construction noise and vibration management file will be established. This document will be updated to identify who managed it and the location of the physical file and any copies. The construction noise and vibration management file will contain:

- Site survey summary sheet.
- Survey reports.
- Specialist contact details.
- This Noise & Vibration Management Plan and any revisions.
- Noise and vibration survey results.
- Complaints.

10. NOISE AND VIBRATION INDUCTION

1. There are a number of isolated residential areas in close proximity to the site. To ensure there is no adverse impact, all staff will be responsible for good noise and vibration management.
2. When arriving at work, please drive slowly on site and keep revs to a minimum. Keep stereos off and do not slam doors.
3. No shouting or swearing on site, either walk over and talk to somebody or use a radio/phone.
4. Be careful with tools and equipment. Place them down and do not drop them. Reduce “drop heights” to a minimum.
5. Do not drag materials on the ground. Place them down when you arrive at the work area.
6. Equipment and vehicles should not be left running when not in use.
7. When loading trucks try not to drop material from a height.
8. Noise enclosures should always have all doors/hatches closed when the equipment is in use.
9. All equipment is to be well maintained.
10. No noisy works shall be conducted outside the permitted hours.
11. If you see anything/anyone making unnecessary noise and vibration, then stop it/them immediately. If the source cannot be stopped then report it to the site manager.
12. It is essential that good relationships are maintained with the local community. Any queries from members of the public should be responded to politely and referred to the site manager. Staff shall assist the public to contact this person. Staff shall not enter into debate or argue with members of the public.

13. No potentially noisy work is to be conducted until all staff involved in the task have read or been provided with the information in this plan and signed the Noise & Vibration Management Plan induction provided in Appendix 1.

11. SUMMARY

Due to the area in which the site is operating, it is deemed that the operations at the site will not have an adverse impact on the surrounding industrial area, due to the neighbouring sites conducting operations that also generate noise, the 5m concrete perimeter wall, and the distance and level of noise shielding between the site and nearby sensitive receptors. Regardless, this Noise & Vibration Management Plan has been produced on behalf of Milton Gough's in accordance with noise impact assessment ref: P9939-NA1-V1. in order for the site to conform to best practice and assure the Environment Agency that the potential for noise produced from the onsite operations is mitigated and controlled in every possible way. The aim is to be granted an Environmental Permit variation to continue operations in accordance with the Environment Agency guidelines.

The Noise & Vibration Management Plan aims to control any potential sources of noise impacts on the surrounding receptors, including several that are sensitive. All possible mitigation measures have been identified for each individual source of noise on site.

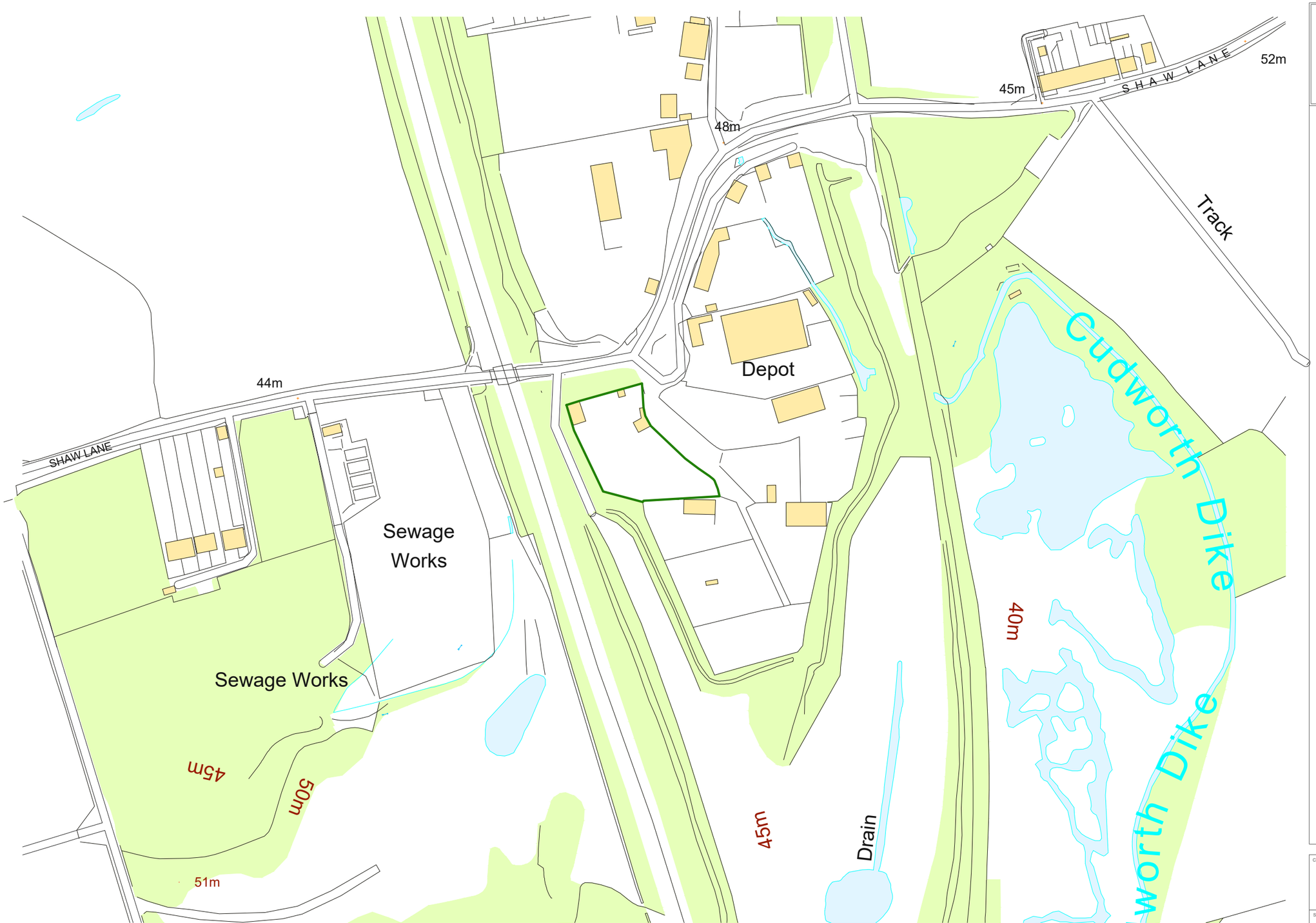
The Noise & Vibration Management Plan will be reviewed annually to ensure it is up to date or following a noise incident caused by the ineffectiveness of the plan.

APPENDIX 1 – NOISE AND VIBRATION INDUCTION FORM

I HAVE READ AND UNDERSTAND FULLY MY RESPONSIBILITIES IN ASSISTING MILTON GOUGH'S WITH IMPLEMENTING THIS NOISE AND VIBRATION PLAN:

Name	Sign	Date

APPENDIX 2 - DRAWING REF: 260310MG101



AC ENVIRONMENTAL
Environment House
Werrington Road
Stoke-on-Trent
ST2 9AF

N

REV	DATE	DETAIL

CLIENT
Milton Goughs

SITE
Shaw Ln
Cudworth
Barnsley
S71 3HJ

PROJECT
Permit Application

TITLE
Site Location Plan

SCALE @A3	DATE	DRAWN BY	CHECKED BY
1:2500	Mar 2026	T Kearns	D Alcock

DRAWING NO
260310MG102

REVISION

APPENDIX 3 – Drawing ref: 260310MG103

EDUCATIONAL

1. Carlton Primary School
2. Outwood Academy Carlton

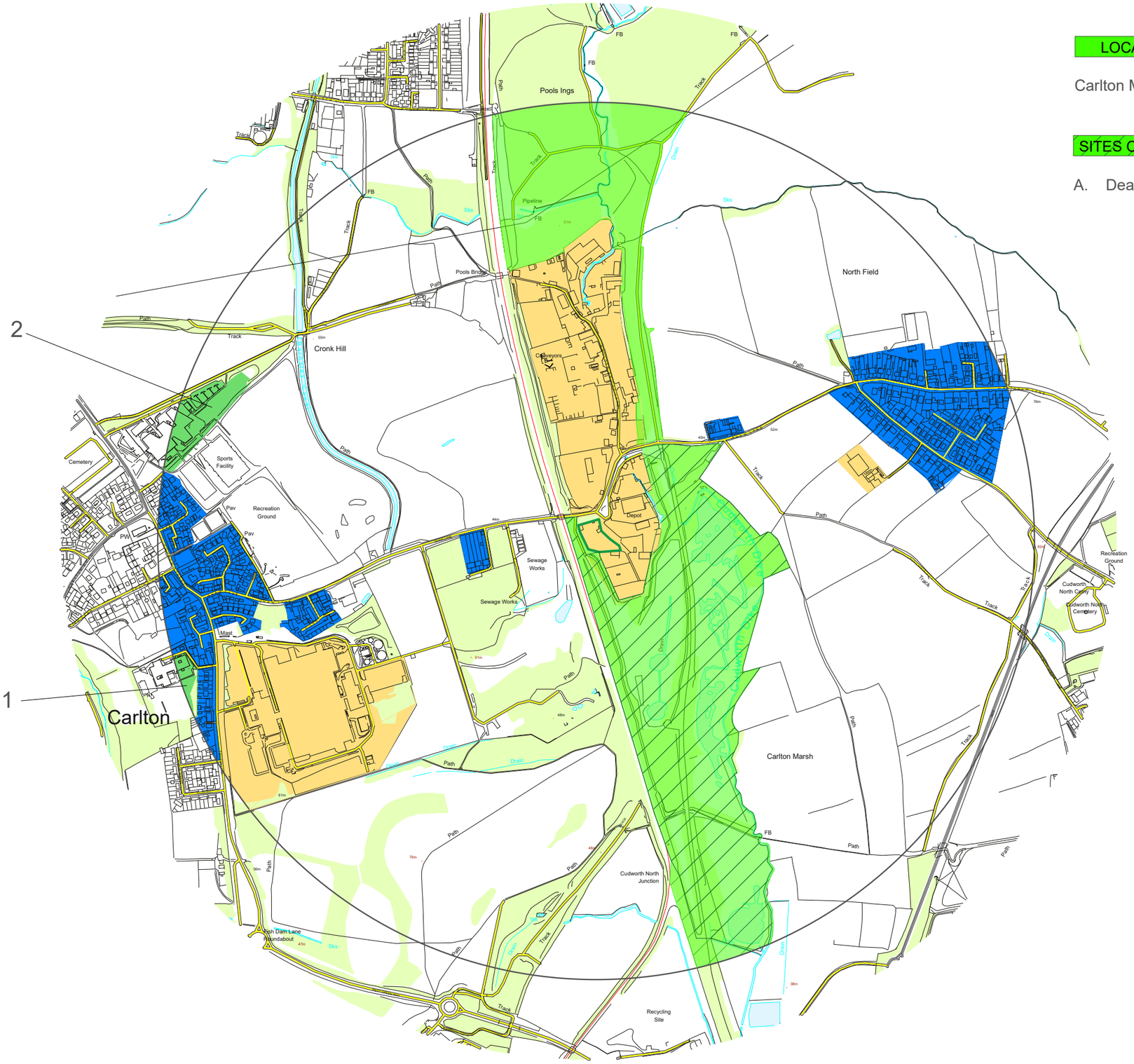
LOCAL NATURE RESERVE

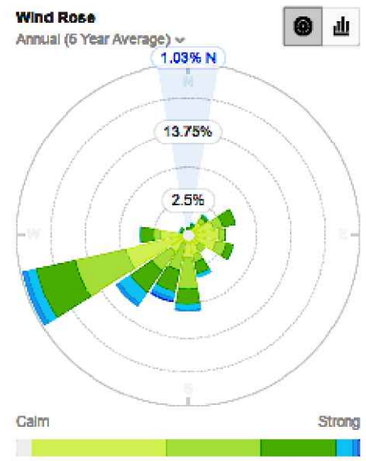
Carlton Marsh (mapped boundary not verified)(LNR)

SITES OF SPECIAL SCIENTIFIC INTEREST

A. Dearne Valley Wetlands (SSSI)

AC ENVIRONMENTAL
Environment House
Werrington Road
Stoke-on-Trent
ST2 9AF





- Residential
- Commercial / Industrial
- Educational
- Road
- Rail

CLIENT
MILTON GOUGH

SITE
Shaw Ln
Cudworth
Barnsley
S71 3HJ

REV	DATE	DETAIL

PROJECT
PERMIT APPLICATION

TITLE
KEY RECEPTOR PLAN

SCALE @A3	DATE	DRAWN BY	CHECKED BY
1:10000	MaR 2026	T Kearns	D Alcock

DRAWING NO
260310MG103

REVISION

APPENDIX 4 – COMPLAINTS SITE WORKING PROCEDURE

Site Working Procedure – Complaints Procedure SWP002			
Issue:	1	Date:	05/05/26
Written/Revised By:	Sam Davies	Approved By:	Mike O'Neill

1. Purpose

1.1 To define the process for recording and responding to complaints received by the company.

2. Responsibility

2.1. It is the responsibility of the site manager to ensure this procedure is implemented & followed.

3. Scope

3.1 This procedure covers all formal complaints received concerning the activities and services of the company.

4. Definitions

4.1 Complaint

4.1.1 A documented critical observation or query about the Company's policies, management system or performance from interested parties, requesting a response or remedial action, or otherwise worthy of a response.

4.1.2 A complaint, verbal or otherwise from an employee regarding any aspect of the company's operations or their management and to which the employee requires a response and which requires senior management consideration.

5. Responsibilities

5.1 The initial recipient of a complaint is responsible for determining whether the complaint qualifies for treatment under this procedure. In the event of dispute, the complainant may refer the matter to the Manager for adjudication.

5.2 The Manager is responsible for maintaining a register of complaints detailing the nature of the complaint and any actions taken to resolve the issues.

5.3 All employees are responsible for contributing to the planned resolution of complaints, in so far as they relate to matters within their control.

6. Procedure

6.1 All complaints will be recorded on the Complaints and Incidents Log Sheet

6.2 The Complainant will be informed of the actions taken, or to be taken, in response to the complaint within 21 days of receipt of the complaint.

6.3 Persistent or unresolved complaints will be dealt with by the Manager