


Vacman Cleaning Ltd	
Environmental Management System	

Procedure Title: Environmental Complaints		Procedure No: 7
Date issued: 03.04.00	Last revised: 17.08.05	Revision No: 05.0
ISO 14001 reference: 4.4.3. 4.4.6		
O M reference: None.		
Related procedures:		
<ul style="list-style-type: none"> ▪ Procedure 19 – Maintenance Register Legislation and Other Requirements ▪ Procedure 24 – EMS audit ▪ Procedure 1 - Communications ▪ Procedure 13 - Training ▪ Procedure 15 - Waste Management ▪ Procedure 14 - Transport and Travel ▪ Procedure 4 - Emergency response 		

1. Purpose

- 1.1 To define the process for recording and responding to environmental complaints received by Vacman Cleaning Ltd.

2. Scope


- 2.1 This procedure covers all formal environmental complaints relating to the activities, products and services of Vacman.

3. Definitions


- 3.1 Environmental complaint:

- 3.1.1 A documented critical observation or query about the Company's environmental aspects, policy, management system or performance, from interested parties requesting a response or remedial action, or otherwise worthy of response.
- 3.1.2 A complaint, verbal or otherwise, from an employee regarding environmental aspects and their management and to which the employee requires a resolution and/or which requires senior management consideration.

4. Responsibilities

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4.1 The initial recipient of a complaint is responsible for determining whether the complaint qualifies for action under the provisions of this procedure, in association with the complainant. In the case of dispute, the complainant will refer the complaint to the Managing Director for adjudication.

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- 4.2 The Managing Director is responsible for maintaining a register of environmental complaints and complaint referrals.
- 4.3 The Managing Director, or his nominated representative, is ultimately responsible for ensuring appropriate actions are taken to investigate all environmental complaints documented in accordance with this procedure, and that where necessary, communications are held with the relevant interested parties (in compliance with the appropriate procedure).
- 4.4 Site Supervisor, Line Managers and Site Managers are responsible for ensuring that environmental complaints, which relate to their area of responsibility, are investigated and the results of investigations forwarded to the Managing Director.
- 4.5 All employees are responsible for contributing to the planned resolution of complaints, in so far as they relate to matters within their control.

5. Procedure

- 5.1 All environmental complaints will be reported and recorded on an Environmental Complaint and Incident Log Sheet (see attached sheet).
- 5.2 The complainant will be informed of the actions being taken as a consequence of the complaint, within 21 days of the complaint first being received.
- 5.3 A copy of a completed log sheet will be forwarded to the Managing Director, or nominated representative, within seven working days of the initial receipt of the complaint.
- 5.4 The Managing Director or nominated representative will confirm receipt of the log sheet and maintain a record of the complaint.
- 5.5 For each recorded complaint, a corresponding Environmental Complaint and Incident Action Form (see attached sheet) will be completed by a Line Manager/Site Manger/Supervisor, as appropriate.
- 5.6 The completed action form will be returned to the Managing Director within 28 days, together with a copy of the original complaint correspondence.
- 5.7 Persistent or unresolved and repeated complaints will first be passed to the relevant representative on the Management Team and then, if necessary, to the Managing Director in accordance with the provisions of this procedure.

6. Further References

None.

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7. Record Forms


Environmental Complaint and Incident Log Sheet

Environmental Complaint and Incident Action Form

Environmental Complaint and Incident Log sheet

Reference:	Date received:
Complainant/Site details	
Name:	
Address:	
Details of complaint/incident	
Form completed by	
Name:	Job title:
Department:	
Action required by and details of complaint/incident therefore passed to	
Name:	
Position:	
Department:	
Site:	
Date:	
Resolution and completed action form to be sent on (within 28 days):	

**PLEASE RETURN TO MANAGING DIRECTOR
Tel: 0800 783 6103**

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Environmental Complaint and Incident Action Form

Complaint/Incident Reference No:	Date received:
Complaint Details	
Activities or operations causing the complaint/incident	
Solution/Remedial Actions	
Remedial actions required/proposed	
Target date for completion of remedial actions:	
Date response (to be) sent to complainant:	
Additional information	
Form completed by	
Name:	Position:
Department:	
Site:	Date:

**PLEASE RETURN TO MANAGING DIRECTOR
Tel : 0800 783 6103**