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*Environmental Complains Procedure*

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FOR

**FOX MICO LTD**

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## **ENVIRONMENTAL COMPLAINTS PROCEDURE ISSUE & UPDATES**

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# **Environmental Complaints Procedure Of Fox Mico Ltd**

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### **1. Purpose**

- 1.1.** To define the process for recording & responding to environmental complaints received from any source relating to works or operations performed by Fox Mico Contracts.

### **2. Scope**

- 2.1.** This procedure covers all formal environmental complaints relating to the activities, products and services of the organisation whether this be at our offices, while on-site or while on any other premises.

### **3. Definitions**

#### **3.1. Environmental complaint:**

- 3.1.1.** A documented critical observation or query about the organisation's environmental aspects, policy, management systems 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**

- 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 this complaint. In the case of dispute, the complainant will refer the complaint to the Environmental Manager for adjudication.
- 4.2.** The Environmental Manager 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.** Line managers and site managers are responsible for ensuring that environmental complaint, which relate to their area of responsibility, are investigated and the results of investigations forwarded to the Environmental Manager.
- 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 the organisations Incident Report Form.
- 5.2.** A copy of the completed Incident Report Form will be forwarded to the Managing Director, within seven days of the initial receipt of the complaint.
- 5.3.** The complainant will be informed of the actions being taken as a consequence of the complaint, within 21 days of the complaint first been received.
- 5.4.** The Managing Director will confirm receipt of the Incident Report Form, which will be recorded in the organisation's incident reporting database.
- 5.5.** Where appropriate, the complaint will be fully investigated by the Environmental Manager within 28 days.
- 5.6.** A summary of environmental complaints will be reported to the Managing Director and will be reported to the board of Directors at quarterly directors meetings.



**6. Further Reference**

None

**7. Record Forms**

The organisations Incident Report Form HS/IRF/03

Signed on behalf of  
Fox Mico Ltd:

Craig Fox (Director)

Date

04/09/2014