

1. Purpose & Scope

The aim of this procedure is to provide steps to follow when you wish to make a complaint regarding operations at Rookery South Energy Recovery Facility.

2. Procedure & Contacts

Complaints can be made through a number of specified routes:

- Site can be contacted through the “contact us/complaint” page at www.rookerysoutherf.co.uk
- The Environment Agency deals with pollution control matters in connection with the operations at Rookery South Energy Recovery Facility. A complaint can be made to the Environment Agency via their hotline number 0800 807 060 (24-hour hotline).
- At the entrance to Rookery South ERF there is signage giving an emergency number - 0333 200 4558: This number is managed on behalf of Rookery South Limited by a company called Frontline. This number should only be used in emergency situations. Once Frontline receive a call they will enact approved procedures for escalation.

3. Reporting

When reporting your complaint please specify the date, the time, and the matters to which your complaint relates. Provide contact details to which a reply can be made.

Should your complaint be in relation to odour or noise it is useful to keep, and provide, a log of when these incidences occurred so that Rookery South Limited can best investigate these issues.

4. Internal processing

Once received any complaints will be sent to the following members of staff for investigation. A nominated Manager will then respond to any complaint within 2 working days. Should there be a requirement for investigation, a holding response may be sent to ensure adequate time is afforded for investigations to take place.

- General Manager
- Facility Manager
- Operations Manager
- Environmental Manager
- Estates and Information Manager

Should any complaint of a pollution control, or planning nature be substantiated, Rookery South Limited will communicate this to both the relevant Local Authority and the Environment Agency.