

AB02-19

Complaint Reporting



What are Complaints?

Something that a third party finds wrong or not satisfactory. Third parties can include local residents, local business, Environmental Health Officers and clients,

Examples include:

- Strong odour originating from the site
- Loud/disruptive noise associated to night-time working
- Light pollution originating from a task light during night-time working
- Windblown Dust clouds leaving the site boundary
- Cars and vans parked on local roads and footpaths adjacent to residential properties and schools
- Littering of local areas surrounding the worksite
- Site staff using language and gestures that a third party, e.g. local resident may find offensive
- Aggressive or careless driving
- Damage to third party land, e.g. damaged road verges

Why it's important to Report?

- The sooner we know about a potential issue, the quicker it can be sorted out
- So we can share common issues and solutions across our sites
- To ensure we maintain good relationships with our neighbours and stakeholders such as the Local Authority
- The Local Authority can stop works in response to numerous complaints
- So we maintain our good reputation and show that we care about the community

Addressing complaints can result in compliments and stronger relationships, which can help us deliver a better project

We are considerate constructors



We are registered with the Considerate Constructors Scheme
Call: 0800 783 1423 visit: www.ccscheme.org.uk



BGCL Reporting Procedure:

All complaints received must be report to Sharepoint and the Client and recorded on the BGCL Project Complaints Register: **GP.2008.F01**

Do:

- be polite and considerate to the public at all times
- take notice of any complaint made by a neighbour and pass it on to a line manager
- only use approved routes to access the site
- use only designated parking areas. If they are provided, otherwise always park vehicles with consideration for the needs of others
- keep dust and noise to a minimum direct site lighting and task lighting away from neighbouring properties

Don't:

- park vehicles in a way that obstructs driveways to neighbouring properties
- park on pavements, footpaths or bridleways
- trespass on neighbour's land
- shout on site or have noisy radios on
- shout or whistle at passers by
- drop litter or leave sites untidy
- leave gates to the site open
- drag mud onto the roads outside the site – make sure vehicle wheels are clean before leaving

