

Wanda wonders about responding to complaints.



# Environmental Messenger

Acknowledge Our Part

## complaint response



Complaints are an indicator of how well we are managing our operations for impacts.

The best operations have monitoring systems in place to alert operators of potential impacts before they result in complaints.

Our goal is to:

- proactively communicate with our neighbours
- anticipate and address possible problems in advance
- actively work to resolve issues



If you receive a complaint from a neighbour:

- listen closely and let the neighbour know how we initially intend to respond
- be professional, polite and diplomatic

Find out from the complainant:

- their name and telephone number
- the nature of the complaint (odour, dust, noise, traffic)
- the date and time of the occurrence
- record the details of the complaint
- investigate the possible source of the complaint
- if the source is as a result of operations
- take actions to address the situation
- if immediate action is not possible develop a longer term action plan to prevent a recurrence of the complaint
- follow-up with the complainant to inform them of how you have responded

Approvals and permits generally have conditions requiring complaint records to be kept.

Some approvals require the Ministry of the Environment to be notified of complaints.

KEEP RECORDS OF THOSE NOTIFICATIONS.



### Questions

What impacts do you have that could result in a complaint about your operations?

What monitoring systems do you have in place to trigger actions to prevent complaints?

How have you adapted operations to prevent complaints?

How do your permits and approvals require complaints to be addressed?

Sometimes those notifications must be in writing.

Know what your approvals and permits say.

Notify the local district office of the Ministry of the Environment of any complaint arising from the taking of water.



Keep records of those notifications.

Acknowledge our part



You must be the change you wish to see in the world.  
Mahatma Gandhi



# commit ■ create ■ participate

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