**NOISE COMPLAINTS PROCEDURE**

**Complaint registration:**

Walkies will maintain a record of all complaints received. If Walkies receives a complaint

alleging potential noise nuisance from the site:

* The complaint will be fed into the registration system and
* The complaint data will be recorded in a systematic way enabling comparisons with

wind direction and site activities on a dedicated form included shown below.

Complaints will be recorded with the template below. Complaints will be reviewed on at

least a bi-monthly basis by Walkies to ensure that progress towards resolution of identified.

preventative and corrective measures are being made.

**Collecting complaint details:**

Wherever possible, the following information will be collected for each complaint:

* The time and date when the offensive noise was observed.
* The location where the noise was observed.
* The complainant’s description of the noise including intensity, character, frequency
* and duration.
* The identity of the complainant.
* The residential address and contact details of the complainant.
* Any other information the complainant can offer on activities at the alleged noise

source.

It is also necessary to collect the following additional information to allow subsequent analysis and collation of complaints:

* Weather and wind direction at the time of the complaint;
* Activities on site at the time of the complaint.
* Any other off-site activities at the time of the complaint.

**Investigating of Noise Complaints.**

This response procedure sets out what investigative action will be taken in response to a complaint.

The aim of the investigative action will be to establish:

* The source of the noise complaint
* The impact of the noise

This then enables the appropriate noise controls to be applied if the impact is significant and the

source is confirmed as being from the Grow Walkies Ltd site.

The investigation will start with an initial screening of the complaint. If the screening process fails

to confirm the noise incident, then the investigation will stop at this point.

The object of the initial screening is to screen out those noise complaints that are unlikely to be due

to activities on the Grow Walkies Ltd site, perhaps because they result from some other activities in

the area.

The initial screening will consider the following:

* Potential noise sources on the site at the time the complaint was reported.
* Wind direction and weather conditions at the time of the noise event.
* Distance and location of the complainant in relation to the site.

If the initial screening concludes that the Grow Walkies site is the source of the noise complaint,

then further investigation will be necessary.

Walkies may use noise monitoring to provide supporting data and additional information.

Walkies may be able to obtain more detailed information from booking records or contractor

activity at the time of the complaint to further isolate the potential cause of the noise. This would

allow noise trends to be identified as coming from a particular source.

**COMMUNICATION WITH COMPLAINANT**

In the case of answer phone messages and complaints submitted by email, contact form or letter,

an acknowledgement and initial response will be given by telephone or by email within two working

days, provided that telephone or email contact details have been provided by the complainant.

Where complaints cannot be resolved on initial contact and further investigations are required, an

email response will be made within 10 working days of submission of the complaint if contact details

are provided.

The primary reasons for further investigations of complaints are to assess potential nuisance and

identify the likely cause and source of the noise so that nuisance can be reduced or stopped.

In the case of further investigations, Walkies will communicate to the complainant the course

of actions likely to be taken to ensure transparency and to establish the goals for determining the

success of any control measures that are put in place.

**APPENDIX 1 - GROW WALKIES LTD NOISE COMPLAINT REPORT FORM**

**REPORT NUMBER…………………………………. DATE REPORTED……………….……………………………….**

**PERSON COMPLAINT IS REPORTED TO…………………………**

* Name and address of Caller
* Telephone Number
* Site where noise is reported.
* Date/time and duration of noise
* Description of noise
* Weather conditions
* Wind strength/direction
* Any prior complaints relating to this noise
* Other relevant information
* Potential sources of noise
* Operation at time of noise
* Follow up action taken and by whom