

COMPLAINTS PROFORMA

Site: STONE QUARRY

In order to gauge the true cause for complaint and the impact of blasting on the complainant, it is recommended that when a complaint is received that it is followed up and the following information is logged and issued to Blast Log at the same time as the other record sheets.

1. Name of complainant
2. Address
3. Telephone number
4. Email address
5. Communication method: phone, letter, email, in person
6. Date complaint received
7. Time complaint received
8. Date of incident
9. Time of incident
10. At the time of the incident, were they: outside of the property or inside the property?
11. If inside, whereabouts inside the house?
12. How many floors does the house have? (note: count ground floor as 0)
13. Did they feel the blast? Y/N
14. Did they hear the blast? Y/N
15. Did the house make sounds? Y/N
16. A short description of the event, including perceived feelings and sound descriptions
17. Any other remarks

For office use:

1. Record the name of the person logging the complaint
2. If the date and time of the incident detailed in the complaint agrees with the date and time of an actual blast, then log the Blast Record Number with the complaints details.
3. Log the wind speed and direction from the weather station at the time of the incident
4. Any pertinent notes from site staff, ie. Hearing or feeling the blast, unusual circumstances which may have influenced the blast and the complaint should also be logged.