

Site Specific Complaints Procedure Snell Street

Any enquiries in the first instance should be logged with the Site Manager Neil Watkiss, Mobile Number 07738 469 573. Should Neil be unavailable for Holiday absence etc. The office number of 01706 228090 during normal working hours may be contacted. Emergency out of hours number will be Christopher Bull Mob 07788 373771

All complaints received from any source will be recorded using Colbre Projects standard complaints form. Wherever possible, this form will be forwarded to the complainant electronically.

All complaints are put into one of the following categories:

- *Noise, Dirt and Dust;*
- *Parking;*
- *Safety;*
- *Inconsiderate Behaviour;*
- *Road Conditions and Vehicle Movements;*
- *Environmental Concerns; Pedestrian Access Obstruction;*
- *Property Damage*
- *Site Lighting;*
- *Working Hours;*
- *Other.*

When a complaint is received, If possible, the complaint will be given immediate response resource, to facilitate resolution. There may be immediate cessation of activity dependant on the severity of the complaint.

Should resolution not be immediately possible, the complaint will be investigated. An initial brief to the complainant will be given within 24hours of receipt with the Complainant agreement. Colbre Projects endeavour to conclude all complaints within 1 week of notification.

Should the complainant be dissatisfied with the resolution, Colbre Projects offer a final Director meeting to try and arrive at a mutually beneficial solution.

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In an Attempt to mitigate complaints, Colbre Project will actively liaise with neighbouring occupiers throughout the duration of the scheme, keeping all informed of upcoming activities and programme of works.