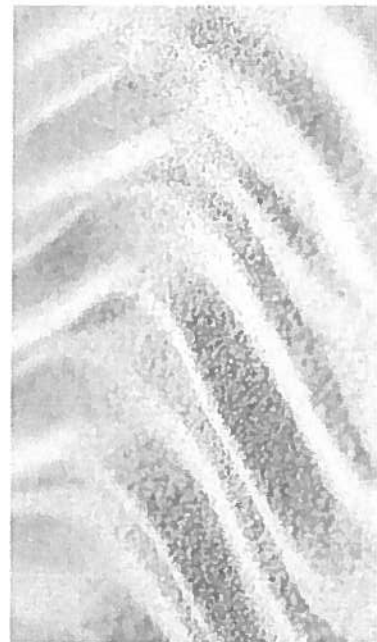


Dust and Noise Management Plan

Project Description
Dallas Sand Mine (Farm 711/30, Gansbaai)

DMR Reference No: WC30/5/1/3/2/10086MP



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BRAAF

ENVIRONMENTAL PRACTITIONERS


**PROJECT NAME: DUST AND NOISE MANAGEMENT PLAN FOR THE
PROPOSED DALLAS SAND MINE ON FARM KLIP FONTYN (AKA
DALLAS FARM) 711/30, CALEDON RD (GANSBAAI)**

REPORT TITLE: DUST AND NOISE MANAGEMENT PLAN

CLIENT: SIPHO SEA PRODUCTS (PTY) LTD

DATE: 22/10/2015

DOCUMENT CONTROL

Date	Document Name & No.	Approved by	Signature
2015/10/22	Dallas Farm Dust and Noise Management Plan V1.0	Olivia Braaf	

Revision and Issue Control

Pages listed above are the subject of a revision to the current issue of this manual. This manual can have pages of different revision status; however, the official issue of the complete manual is to be the same on all pages.



CLIENT NAME: SIPHO SEA PRODUCTS	DUST AND NOISE MANAGEMENT PLAN	
PROJECT NAME: DALLAS SAND MINE	REPORT STATUS: DRAFT	OWNER: BRAAF ENVIRONMENTAL PRACTITIONERS

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1 INTRODUCTION

Sipho Sea Products (Pty) Ltd (SS) proposes to develop an open cut mineral sand mine within the urban area of Gansbaai on Farm 711/30 (Klip fontyn) in an area which is a mixture of natural and urban use, with many properties being zoned for agricultural use (see Figure). The Project is known as the Dallas Sand Mine. The project area is located on privately owned land, zoned for agricultural use, which is not being cultivated. The site is relatively overgrown with vegetation representative of both indigenous and alien vegetation¹.

The project area covers 4.72 hectares of the 30.5 hectare farm. The mine area is bordered by municipal land to the north which forms part of the Biodiversity Area, Blesbok Road, to the south which is bordered by low density residential (about 3 houses) and the African Penguin Seabird Sanctuary (APSS) with their accommodation for volunteers, to the east lies a number of undeveloped erven and Van Dyk Street on the west with undeveloped land on its western boundary.

A Botanical Assessment was undertaken to determine the status of the vegetation on the site and assess the impact of development on the site. The farm was divided into five sections in the study indicating areas of most disturbance to least disturbed areas.

The mine area is largely concentrated to the area 3, occupying approximately 31% of this area, which is described as a low-lying area which was formerly ploughed and is now restoring and shows further evidence of grazing and alien vegetation infestation.

The mine area overlaps approximately 879.37m² into Area 4 which has an overall footprint of 16.5 ha but outside of the area designated as a CBA. The mine area will occupy approximately 0.5 % of Area 4. This area is described as being representative of Natural vegetation with scattered woody aliens, moderate to condition Natural vegetation with scattered woody aliens, moderate to condition.

1.1 Purpose, Objectives and Targets

This Dust and Noise Management Plan (DNMP) has been prepared to address the request raised by the Overstrand Municipality comment received on 10 September 2015. This plan applies during the construction, operation and decommissioning phases of the project.

The purpose of this DNMP is to minimise significant impacts on air quality and noise impacts on the surrounding environment and the health, welfare and amenity of

¹ Refer to Bergwind Botanical Assessment for more detail on the status of the vegetation on site.

residents at neighbouring properties. The main issue of concern is the generation of dust from the project area and unacceptable noise levels.

2 ENVIRONMENTAL CONSIDERATIONS

2.1 Climate and Winds

The severity and extent of dust emissions is largely influenced by climate. Hot, dry conditions result in more favourable conditions for dust lift, while dust deposition is strongly influenced by wind strength and direction.

Wind data for the area indicates that during summer months winds are predominantly from the east and south-east and westerly winds are dominant in winter. Lower wind speeds in winter have a greater frequency than in summer. Weak winds (<3.6 m/s) occur 42.5% during winter, compared to 32.6% during summer. The averaged wind speeds are 5.0 m/s and 4.8 m/s for summer and winter respectively (refer to Figure 2-1).

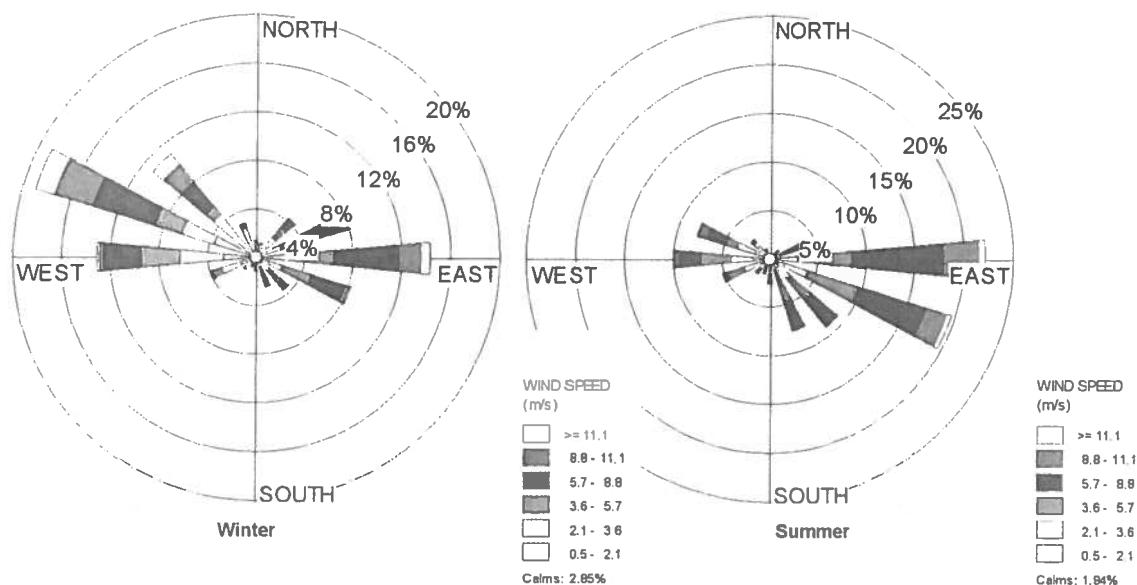


Figure 2-1: Wind roses indicating prevailing wind direction for summer and winter (Years 2008 to 2010) (source: DDA Engineers, 2014)

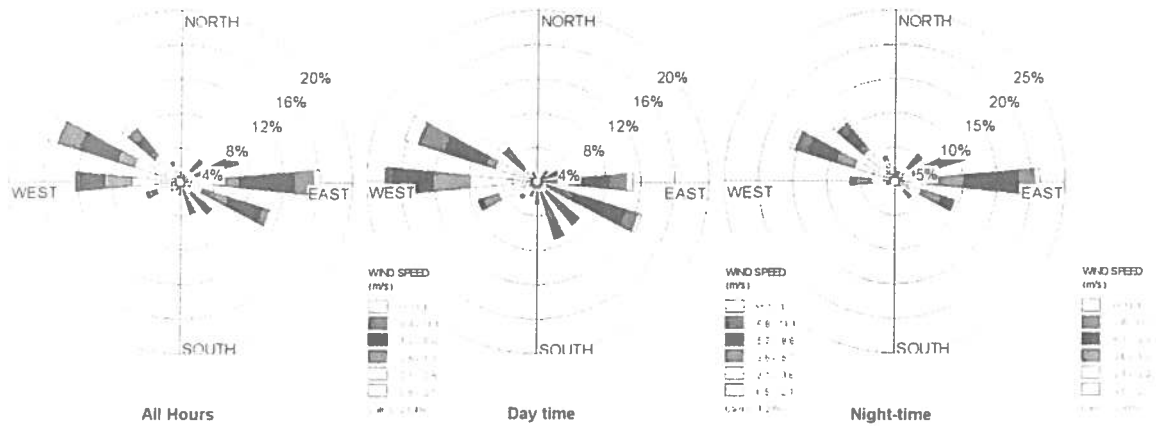


Figure 2-2: Wind Roses for Combined Years 2008 to 2010: All-hours, Daytime and Night-time (source: DDA Engineers, 2014)

Figure 2-2 shows the wind roses of all hours, daytime and night-time indicating that the dominant winds are from the west and easterly directions. During daytime, the most prevailing winds are from the west. At night-time, easterly winds are predominant.

Moderate winds dominate during daytime and light to moderate winds prevail at night-time. Calm wind conditions occur 1.3% during daytime and increase to 4.0% at night. The average winds are 5.22 m/s and 4.37 m/s for daytime and night-time respectively (DDA Engineers, 2014).

3 POTENTIAL ENVIRONMENTAL IMPACTS

3.1 Dust Generation

Dust associated with mining activity is usually generated as a result of the disturbance of fine soil particles and the handling of bulk materials. Removal of vegetation and topsoil also contributes to this process. Consequent environmental effects are usually localised and depend on the size of the dust particles and the strength of the wind, usually decreasing rapidly with distance from the source.

The project is located in a Mediterranean climate region, experiencing dry summer months, during which time dust generation is expected to be at a peak. The closest permanently occupied house adjacent to an active mine pit will be approximately 100 metres from the mine boundary, located in the southeast of the mine area. A temporary dwelling exists within 80 metres of the mine boundary in the northern part of the project, however, this will not be occupied while mining occurs. Adjacent houses in other parts of the mine area are approximately 170 metres to more than 300 metres from active mine locations. Potential impacts to residents include:

- Reduced visual amenity.
- Risk to human health through inhalation.
- Nuisance.

In the immediate vicinity of the source, dust can cause stress to vegetation through:

- Blocking stomata (adversely affecting gas exchange).
- Reducing light availability (reducing photosynthetic ability and limiting plant growth).

Mining may potentially generate dust through wind dispersal as a result of activities such as:

- Removal of vegetation and topsoil.
- Erosion of disturbed areas.
- Vehicle movement (particularly at higher speeds) over unsealed surfaces.
- Excavation operations (especially during windy conditions).
- Storage of concentrate at the plant.
- Ore handling and transport. The final product is stockpiled for transport to the customers within the nearby area. During loading, stockpiles may dry sufficiently that dust may be generated. Spillages of product onto adjacent roads may also dry sufficiently to generate dust, however by implementing mitigation measures, the risk of significant dust generation from these sources is considered low.

3.2 Dust Deposition Standards

The South African Bureau of Standards (SABS) has published dust deposition standards that are based on the cumulative dust fall levels in the South African National Standard (SANS) 1929: 2011. Four bands have been developed against which dust fallout can be evaluated (see Table 3-6). These dust fallout levels were taken into consideration for the determination of the levels of nuisance in surrounding communities. The target, action and alert thresholds for ambient dust deposition, as well as the permissible frequency of exceedances are given in Table 3-1.

Table 3-1: Four-band Scale Evaluation Criteria for Dust Deposition (SANS 1929: 2011)

No	Band Description Label	Dust Fallout Rate (D) (mg/m ² /day) (30-day average)	Comments
1	Residential	D < 600	Permissible for residential and light commercial.
2	Industrial	D < =1200	Permissible for heavy commercial and industrial.
3	Action	1200 < D < =2400	Requires investigation and remediation if two sequential months lie in this band, or more than three occur in a year.
4	Alert	D > 2400	Immediate action and remediation required following the first incidence of the dust fallout rate being exceeded. Incident report to be submitted to the relevant authority.

On 1st of November 2013 the Government Notice 827 - National Dust Control Regulations published in terms of section 53 (o) of the National Environmental Management: Air Quality Act, 2004 (Act No. 39 of 2004) was promulgated. These regulations prescribe general measures for the control of dust in all areas, and define the acceptable dust fallout rates for residential and non-residential areas (see Table 3-2).

Table 3-2: Acceptable Dust Fall Rates (DEA, 2013)

Restriction Area	Dust Fall Rate (D) (mg/m ² /day) (30-days average)	Permitted Frequency of Exceeding Dust Fall Rate
Residential area	D < 600	Two within a year, not sequential months.
Non-residential area	600 < D < 1200	Two within a year, not sequential months.

3.3 Noise Generation

Noise sources at aggregates operations can include equipment, back-up alarms, drills, power generators, crushers, screens, material falling into empty metal box of haul truck, the "body slap" of tailgates, squealing of vehicles on tracks, such as bulldozers, and even the rattle of loose hitches on trucks travelling through the neighbourhood. Noise control can include rescheduling hours of operation, selecting appropriate equipment (e.g. does it have a proper muffler?), constructing sound barriers and berms to contain noise, relocating noisy operations to remote parts of the plant and other options. The effects of aggregate operational noise on neighbours can vary, but may cause annoyance, disturbance and even a sense of interference with quality of life. Impacts to the community will vary depending on the frequency of vehicle traffic on local roads and, of course, the proximity of the operation to neighbouring houses.

Potential noise sources as it relates to this project include:

- Vehicles and equipment which is not well maintained or regularly serviced;
- Working out of hours;
- Vehicles not obeying speed limits.

As this is a small scale mining with only one front end loader operating on site and loading the sand into the tipper trucks which will transport the ore to the customers, if the mitigation measures are implemented the overall impact will not be significant.

3.4 Ambient Noise Guidelines

The resulting noise levels were then used for the impact on the surrounding areas and sensitive receptors, must be based on the SANS 10103 sound level guidelines for rural districts.

Table 3-3: Typical Rating Levels for Ambient Noise

Type of district	Equivalent continuous rating level ($L_{Req,T}$) for noise (dB(A))					
	Outdoors			Indoors, with open windows		
	Day-night $L_{R,dn}^{1)}$	Day-time $L_{Req,d}^{2)}$	Night-time $L_{Req,n}^{2)}$	Day-night $L_{R,dn}^{1)}$	Day-time $L_{Req,d}^{2)}$	Night-time $L_{Req,n}^{2)}$
a) Rural districts	45	45	35	35	35	25
b) Suburban districts with little road traffic	50	50	40	40	40	30
c) Urban districts	55	55	45	45	45	35
d) Urban districts with one or more of the following: workshops; business premises; and main roads	60	60	50	50	50	40
e) Central business districts	65	65	55	55	55	45
f) Industrial districts	70	70	60	60	60	50


3.5 Sensitive Receptors in the Vicinity of the Mine

The following areas have been identified as sensitive receptors in the receiving environment relevant for the Dallas Sand Mine operations:

- travelling motorists on van Dyk and Blesbok Roads;
- Indigenous Vegetation;
- Neighbouring residents;
- The African Penguin Seabird Sanctuary.

The distance to sensitive receptors varies considerably, as mining operations progress across 1 areas quickly. Figure 3-1 identifies the locations of nearest neighbouring landholders, which are considered sensitive receptors in relation to mining activities.

Consideration of the season and dominant wind directions must be incorporated into the progression of mining.



Legend

- Sensitive Receptor
- Proposed Access
- Dallas_Farm
- Mine Area

SCALE: 1:7 596
0 40 80 160 240 320 m

PROJECT: Dallas Sand Mine

FIGURE 3-1: Sensitive Receptors

CLIENT: Siphon Sea Products

PROJECT #: 10086

SCALE: A4

Drawn	22/10/15	OB
Checked	22/10/15	GA
Approved	22/10/15	RR

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4 GENERAL DUST MEASURES

4.1 Use of Weather Forecasts

SS can use seven day weather forecasts available from weathersa on site as a proactive management tool to schedule tasks and to implement dust reduction activities.

4.2 Minimising Dust

The area disturbed will be kept to a minimum. Dust generation from cleared areas will be minimised by:

- Ensuring areas area cleared one block at a time in advance of planned mining operations. This will assist in allow concurrent rehabilitation of the previous block and minimising the overall exposed area and subsequent dust generation.
- Following topsoil stripping, SS must ensure that cleared areas area mined actively (depending on demand) and rehabilitation follows prior to the next block being cleared.
- The Site Manager will ensure that activities are planned in such a way as to minimise the area of disturbance.
- The Site Manager shall ensure that regular communications are held with neighbouring landowners and a complaints management system, including investigation, action and feedback, is implemented.

The Site Manager shall ensure the following general dust minimisation measures are implemented:

- No stripping of topsoil during periods of high winds.
- Watering of internal roads and disturbed (dust generating) areas as required.
- Using dustex where suitable to control dust prior to rehabilitation.
- Implementing a high wind warning procedure to enable the workers to initiate dust control mechanisms in a timely manner.
- Re-establishment of indigenous vegetation as soon as possible after mining has been completed.
- Regularly review monitoring data (visual monitoring and performance indicator) and investigate results that indicate high dust levels.
- Implement corrective actions to eliminate the causal factors.

The Environmental Assessment Practitioner will:

- Report results in the Annual Performance Assessment Report (APAR) to DMR.

4.3 Topsoil Stripping

- Topsoil stripping in dry conditions is recognised as an activity with a high risk of generating dust. The Site Manager shall ensure the following management measures are undertaken:
- Vegetation clearing and topsoil stripping activities in areas of indigenous vegetation will not be undertaken more than six months prior to planned mining activities.
- Cleared areas will be stabilised using mulch (straw) unless mining activities are to immediately follow clearing and topsoil stripping.
- Topsoil stripping will be conducted in calm wind conditions or when winds are blowing away from adjacent residents.
- A dedicated water truck/water dispenser system will be in operation during stripping.
- Monitoring will be conducted and stripping will cease if suppression methods are unsuccessful in preventing excessive dust concentrations from crossing the site boundary.

4.4 Product Loading

The material (building sand) to be excavated is generally fine and dry, with the risk of dust generation.

The Site Manager shall ensure the following routine practices are implemented to ensure dust generation from the product stockpile area is minimised:

- keep the work area damp;
- keep stockpiles to maximum height of 3 meters.
- All loads are to be covered prior to leaving the stockpile area.

4.5 Operational Management

The Site Manager shall ensure the following operational management measures are implemented on site:

- Water trucks and/ water sources are available on site for dust suppression as required.
- Water will be sprayed onto internal traffic areas to minimise dust generated by vehicle movement.
- Ensuring that all site traffic adheres to the site speed limits to minimise dust generated by vehicle movement.
- If meteorological conditions develop which result in the potential for dust generation, operations may be temporarily halted while dust control measures are implemented.

- Initiate proactive additional dust control measures and visual inspections under high risk dust generation locations or weather events, additional water suppression resources will be employed to suppress dust.

4.6 Emissions from Vehicles and Equipment

Emissions of air pollutants other than dust are expected to be minimal. The main source of such pollutants will be through the combustion of diesel fuel in light vehicles, earth moving equipment and stationary plant (such as pumps). Combustion of diesel fuel results in the production of nitrous oxides, carbon monoxide, volatile organic compounds and sulphur dioxide. In order to minimise emissions, the Site Manager will ensure all plant and vehicles are serviced and maintained as per the manufacturer's instructions.

5 PERFORMANCE INDICATORS

5.1 General Indicators

SS will ensure that all realistic, best practice measures to prevent or minimise the generation of dust and noise from mining activities will be implemented for the duration of the project.

The effectiveness of the Dust and Noise Management Plan will be reviewed against the following indicators:

- Compliance with the National and Local requirements for ambient air quality (and SANS 1929: 2011) and Ambient Noise Guidelines.
- The level of complaints received and validated.
- The level of complainant satisfaction achieved.

Using these performance indicators, this DNMP will undergo continuous review of its dust and noise management procedures and will adjust target levels and management practices as site based information and experience dictate.

5.2 Dust Complaints

The Mine Manager is responsible for ensuring that all complaints are recorded, investigated and that feedback is provided to the complainant.

The Mine Manager is responsible for ensuring that:

- All dust complaints from members of the public and landowners are documented on the site complaint form (Appendix A).
- Completed forms are filed in the Environmental Records file.
- Once a complaint is received, the time of the complaint is investigated.
- The results of the investigation are fully documented and communicated to relevant SS personnel as well as subcontractors.
- Changes to management practices (if necessary) are communicated to the relevant operations personnel.
- Feedback on the complaint is provided to the complainant.
- Actions arising from the investigation which lead to amendments to site procedures are recorded and reported in the APAR.

6 IMPLEMENTATION STRATEGY AND MANAGEMENT ACTIONS

Key management actions have been identified to assist in achieving the dust management objectives (Table 6-1).

Table 6-1: Management Actions for Dust and Noise

Parameter	Action	Timing	Responsibility	Monitoring	Reporting
Induction	<p>Inductions for all employees will include information on:</p> <ul style="list-style-type: none"> • Potential sources of dust • Speed limits onsite and staying on designated roads. • SS and all contractors will provide environmental training on noise control and awareness for all personnel and subcontractors. 	Induction	Mine Manager or nominated representative / Individual Contractors.	This awareness training will be incorporated into site inductions.	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
Windy conditions	Monitor wind and weather forecasts and cease non-essential mining operations (i.e. topsoil stripping) during excessively windy conditions.	Ongoing	Mine Manager	Daily visual monitoring	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
Notification of Neighbours	Potentially affected residents will be notified prior to potentially noisy activities and will be kept informed during the construction phase.	One week prior to potentially noisy phases of activity being undertaken or within a lesser period agreed to by the resident(s).	Mine Manager	The effectiveness of this control can be determined in the neighbour consultation process.	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
Maintenance of Equipment and Machinery	Machinery to be used during construction will be required to satisfy maximum sound power levels as specified in Table 3-3.	On entry to site and on request from Mine Manager	Mine Manager/Individual Contractors.	Validation testing. Upon request by Mine Manager.	Sound power levels of all machinery tested will be recorded where required.
Traffic	Adhere to site speed limits and designated roads.	Ongoing	All Employees and Contractors	Number of complaints received and visual	The effectiveness of this control will be monitored by

	Keep adjacent public roads clean by constant sweeping to remove any sand which may have fallen off trucks.				monitoring.	the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
Open Area	Minimise open areas exposed to wind erosion as much as practical by completing an annual assessment of areas suitable for stabilisation, and carrying out stabilisation works.					
	Road verges along mine property will be maintained along site boundaries where appropriate, to assist with containing dust lift-off from open areas.	Ongoing	Mine Manager /Rehabilitation Specialist		Number of complaints received and visual monitoring.	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
Dust suppression	Operate at least one water carts during dry, windy conditions and during the summer months, across the site to apply water to roads and loading areas.	Ongoing	Mine Manager		Number of complaints received and visual monitoring.	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
	Sweeping access roads clean of sand to prevent dust	Daily	Mine Manager			
Clearing and mining	Conduct topsoil stripping only during suitable wind and weather conditions, so as to minimise the generation dust. Topsoil stripping will be conducted in areas proposed for mining no more than two months before mining commences, wherever practical.	Pre mining phase	Mine Manager		Visual monitoring	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
	After re-establishment of the soil profile (post mining), vegetative cover will be established concurrently as	Post mining phase	Mine Manager /Rehabilitation Specialist		Visual monitoring	The effectiveness of this control will be monitored by the Environmental Officer and will be reported

	each block is mined as part of the progressive rehabilitation program.	Ongoing	Mine Manager		Visual monitoring	annually in the Environmental Performance Assessment Report (EPAR), Mine Closure Plan, and Risk Assessment. The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
Material handling	Implement loading and unloading procedures to ensure that dust emissions from material handling is minimised (e.g. minimise drop heights).					
Operational equipment	Mobile mining equipment will be required to satisfy maximum sound power levels as specified in Table 3-1.	Mobile mining equipment used on site must be compliant with the relevant noise standard	Mine Manager/Individual Contractors.		Mobile mining equipment noise levels will be reviewed opportunistically.	Record vehicles making excessive sound power levels.
Selection of site equipment	Site equipment will be selected so as to have the lowest practical level of sound emission and will be maintained in good order.	This will be a continual process.	Mine Manager/Individual Contractors.		Noisy equipment is to be highlighted in regular inspections of operations and noise monitoring programs	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
Weather conditions	Due attention will be paid to adverse weather conditions, so that modifications can be made to the work program where necessary.	This will be a continual process.	Mine Manager/Individual Contractors.		Using weather forecast will highlight adverse conditions.	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
	All reversing alarms will be of the broadband type or any other type which makes the least amount of noise.	Before use of machinery on site.	Mine Manager/Individual Contractors.		General monitoring and observation by SS personnel to ensure all alarms on site are of the broadband type or any other type which makes the least amount of noise.	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).

Complaints	All complaints will be registered and responded to in accordance with the complaints procedure in the DNMP.	Whenever a complaint is received.	a Mine Manager	This control will be monitored in the complaints handling and follow-up process.	The effectiveness of this control will be monitored by the Environmental Officer and will be reported annually in the Environmental Performance Assessment Report (EPAR).
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7 INDUCTION AND TRAINING

All employees and contractors will be required to undergo a comprehensive induction program outlining the specific safety and environmental issues at the site. The induction program will contain specific information on dust and noise management measures, internal procedures and employee's responsibilities in reducing dust and noise generation.

Regular toolbox meetings will also be held to reinforce a responsible attitude towards dust and noise management and to highlight any issues that arise during the course of operation.

The Mine Manager is responsible for ensuring all personnel are provided with the appropriate inductions and training. The Mine Manager/or delegated representative is responsible for the environmental component of the induction and providing supervisors with appropriate environmental educational materials for toolbox meetings.

8 MANAGEMENT PLAN REVIEW

It is the responsibility of SS and the Mine Manager to ensure that the DNMP is reviewed annually. This will enable the continual review and adjustment where necessary of annual plans.

The review will occur in June - August of each year, to enable review of the success of dust and noise management efforts of the past year prior to commencement of the next likely dry climatic period where there is greater risk of dust emissions occurring.

9 AUDITING

SS will assess its compliance with this Dust and Noise Management Plan and with the proposed mine permit on an annual basis. SS will submit the annual environmental performance reports to the DMR.

Audits conducted will be both internal and external with findings recorded and used to ensure continual improvement of management strategies.

10 REPORTING

10.1 Incident Reporting

Incidences of high dust and noise levels will be reported to the Mine Manager, and recorded on the relevant incident forms.

The same system is used for the management of complaints. Management responses to prevent any further impacts and control or mitigate further dust emissions will be formulated, tracked and implemented.

10.2 Complaint Handling

All complaints received by SS employees or contractors are to be handled as follows:

All complaint receivers are required to:

1. Collect all details from the complainant (time, location, concerns)
2. Repeat back and confirm details with the complainant
3. Confirm acceptable follow up time/day with complainant
4. Advise relevant Supervisor immediately
5. Complete forms below and send to relevant Supervisor:

– Community Comment and Complaint Form

Site management are to be advised within 24 hours of receipt of the complaint. The complainant will be contacted and an investigation of the complaint initiated within 24 hours of the receipt of the complaint.

Following the investigation, the complainant is to receive a written response outlining the investigation procedure and findings. If requested the findings of the investigation will be explained and discussed with the complainant "in person".

Details of the complaint, the investigation, management actions implemented and follow up is recorded within the incident database system. All complaints recorded are included in the EAPR annually.

11 REFERENCES

1. Bergwind, 2010. Botanical Assessment: Erf 711/30, Klipfontein, Gansbaai
2. DDA Engineers, 2014. Air Quality Impact Assessment and Buffer Zone Determination for the Gansbaai Landfill Site.

APPENDIX A: COMPLAINT FORM

Complaint Report Form.

Date: _____ Time: _____ Received by: _____

Complaint from

Name: _____ Tel No: _____

Address: _____

Type of complaint: (dust, noise, water, other): _____

Details (effect, frequency etc):

--

Action taken:

--

Response to Complainant: (date): _____ By: _____