

Complaints Register - Patons Lane

Record No.	Date ↓	Nature of Incident (Env)	Mechanism of Incident (Environmental)	Incident Activity/Impact (Environmental)	Location	Incident Summary	How complaint was received	Action Taken
1577	29/05/2020 10:00 AM	Complaint	Waste transport - to Bingo site	Air - odour	B&D Recycling Patons Lane General	Odour complaint noted from CLC.	Other (e.g.Social media)	Investigation initiated, no source of odour on site.
1340	12/05/2020 11:30 AM	Complaint	Waste management - storage	Air - odour	B&D Recycling Patons Lane General	Neighbour attended site to report odour within the local area.	Other (e.g.Social media)	Investigation completed with no source of odour on site detected.
2315	7/05/2019 12:29 PM	Complaint	Equipment - repair and maintenance	Noise - emissions	B&D Recycling Patons Lane General	Complaint related to road works.	Other (e.g.Social media)	Issue discussed with CLC members during the consultation process.