

Appendix D

Complaints Procedures and  
Records of Complaints

## **COMPLAINTS PROCEDURE**

1. All complaints regarding the operations of the landfill site will be directed to the Site Manager.
2. A complaint log will be maintained in which the name of the complainant as well as the date and nature of the complaint and the action taken will be recorded.
3. The Site Manager will respond to the complainant within ten working days of receiving the complaint with a written notice of action.
4. The Site Manager will report all complaints to the Chairperson of the North Renfrew Waste Management Board as soon as possible.
5. The Site Manager will report all complaints to the North Renfrew Waste Management Board at its regular meetings.
6. If the person making the complaint is not satisfied with the action taken, he/she may appeal to the North Renfrew Waste Management Board. If the person is still unsatisfied with the action taken, he/she may appeal to the Ministry of Environment and Energy.
7. The Board will review all complaints about the operations at the Landfill Site with the Site Liaison Committee twice annually.
8. This Complaints Procedure will be posted at the gate to the North Renfrew Landfill Site and at all municipal offices in the area served by the North Renfrew Landfill Site.
9. This Complaints Procedure will be published in a local newspaper.

