

Draft
JDCL Reid Road Reservoir Quarry
Complaint Tracking and Resolution Protocol
February 4, 2020

Complaint Tracking

- A. A sign posted at the site entrance shall include a JDCL phone number for neighbours to call if they have concerns.
- B. JDCL shall request that the local MECP and MNRF office and the Town of Milton notify them immediately if they receive a complaint, to allow for prompt response and follow-up.
- C. Complainants should be requested to provide as much detailed information as they can such as location of the incident, time of day, what was seen/heard, photos, truck identification such as plate or numbers (where applicable) and any other information that they feel is relevant.
- D. Any complaints shall be recorded in writing by the Licensee. The record of complaint shall include date, name and address of complainant, reason for complaint.
- E. The Licensee will maintain a record of any complaints received and actions taken to address them. These records will be available to MNRF or MECP on request.

Complaint Resolution

When a complaint is received, the Site Manager shall ensure the following steps are undertaken:

1. Inspect the site and surrounding area to identify possible sources that would contribute/be the source of the complaint;
2. Obtain weather data/observations for the time of the event; and,
3. Note all on-site activities at the time that the complaint was made.
4. If the information indicates that the facility is not the source of the complaint, the complainant shall be notified of this finding.
5. If it is determined that the complaint may, in fact, have been related to the facility operations, the following response procedures shall be followed, in the order provided below:
 - Further investigate the potential causes of the complaint, and develop solutions to reduce the impacts if created by the facility.
 - Reduce the impact as much as and as soon as practically possible.
 - Investigate if the impacts are within permitted regulations, standards or bylaws or not (as required). Confirm all applicable mitigation requirements are in place.
 - Discuss the impacts and actions taken to reduce the impacts with the complainant. Attempt to resolve the concern to both parties satisfaction.
 - Make a record of the steps and actions taken for both parties.

Note: the more specific requirements of the Best Management Practices Plan for Dust will also apply in the event of a dust complaint and the Water Well Complaint Protocol will apply for water well supply concerns.