



# COMMUNITY LIAISON, CONSULTATION AND COMPLAINTS POLICY



**Capital Concrete will do everything reasonably possible to build relationships with all of our stakeholders including regulatory bodies, local communities, suppliers and customers.**

**In order to achieve this we will:**

- consult with relevant authorities and the community regarding new developments and business proposals as appropriate and in a timely and open way
- prior to any new development undertake the relevant assessments so that mitigating actions can be incorporated into plans
- treat all of the people, communities and businesses that are involved in or affected by our activities with respect
- maintain our sites in a way that protects the community from hazards or dangers through boundary management, security and awareness programmes
- work with local people to minimise inconvenience from vehicles, noise, dust or light
- use local suppliers and labour where practical, possible and economic to do so
- maintain relationships with our neighbours through community and employee sponsorship and charitable donations including donating construction materials, time and expertise.

**Capital Concrete operate complaints systems whereby:**

- all complaints are logged, considered and investigated
- the outcome of an investigation is recorded and communicated back to the complainant in a timely and appropriate manner
- investigations of complaints include a review of trends in performance and the management systems to identify areas for improvement in operational control as well as improving customer services in the future.

Luke Smith  
Managing Director

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