

MEANS OF COMPLAINT
Dedicated phone line and e-mail address. M-Sport Test Controller or Duty Test Steward to monitor calls and e-mails.

METHOD OF COMMUNICATION
Historical data will be recorded on a dedicated webpage. Allerdale Borough Council (ABC) will be provided with copies of complaints log at annual review ABC will be able to review at any time.

ADD COMPLAINTS TO DATABASE

LOG COMPLAINT DATA TO BE KEPT FOR A MINIMUM OF 24 MONTHS

NOISE COMPLAINT DIRECT TO M-SPORT
Responders are contacted by Test Controller/Duty Test Steward

DATA FROM M-SPORT NOISE MONITORING SYSTEM

A DETAILED WRITTEN RESPONSE ADDRESSING THE ISSUE IS SENT WITHIN A FURTHER 5 WORKING DAYS USING AGREED TEMPLATE

TYPE OF COMPLAINT
Recorded phone message or email. Live phone call with recording facility.

M-SPORT INITIAL RESPONDER TO USE TEMPLATE TO TAKE DETAILS OF THE COMPLAINT

M-SPORT MUST RESPOND TO THE INITIAL COMPLAINT IN WRITING WITHIN 2 WORKING DAYS