

Procedure

Complaints Handling Procedure

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|----------------------|------------|
| Status | Approved |
| Last Review | April 2014 |
| Review period | 3 Years |

Revision record

| Rev | Date | Description | Owner | Approver¹ |
|------------|-------------|--------------------|--------------|-----------------------------|
| 0 | April 2014 | First issue | T Walker | B McKirdy |
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¹ Policies are approved by the Board, Procedures by appropriate Director, Instructions by Functional Lead

1 OBJECTIVE

To ensure that any complaints to Radioactive Waste Management Limited (RWM) from external organisations or individuals are recorded, investigated and responded to in a fair, objective and timely manner.

2 SCOPE

This procedure applies to all complaints received by RWM from any individual or organisation.

A complaint is defined as any instance where an individual or organisation expresses a clear dissatisfaction with an RWM activity, service or decision, or requests for compensation from the company.

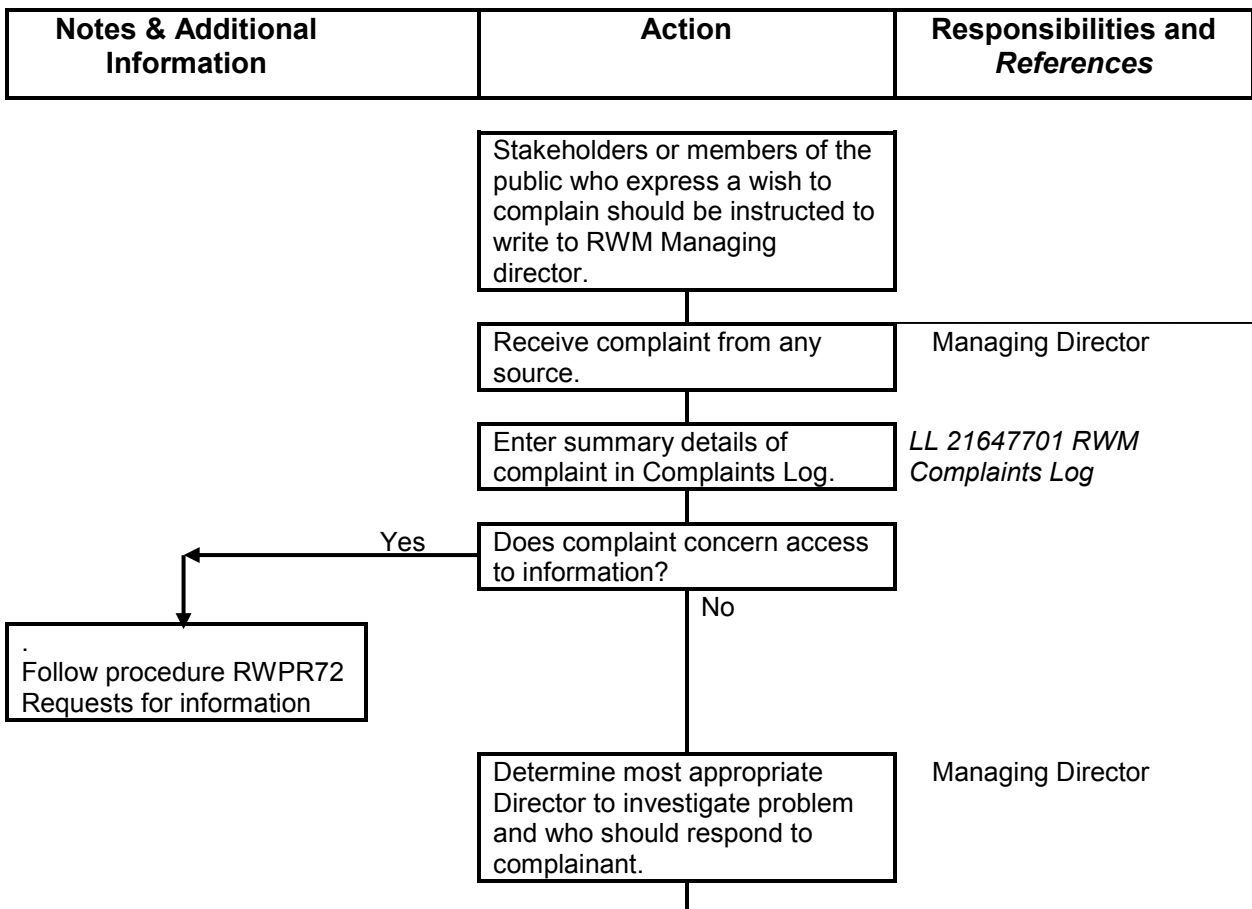
The procedure covers two scenarios:

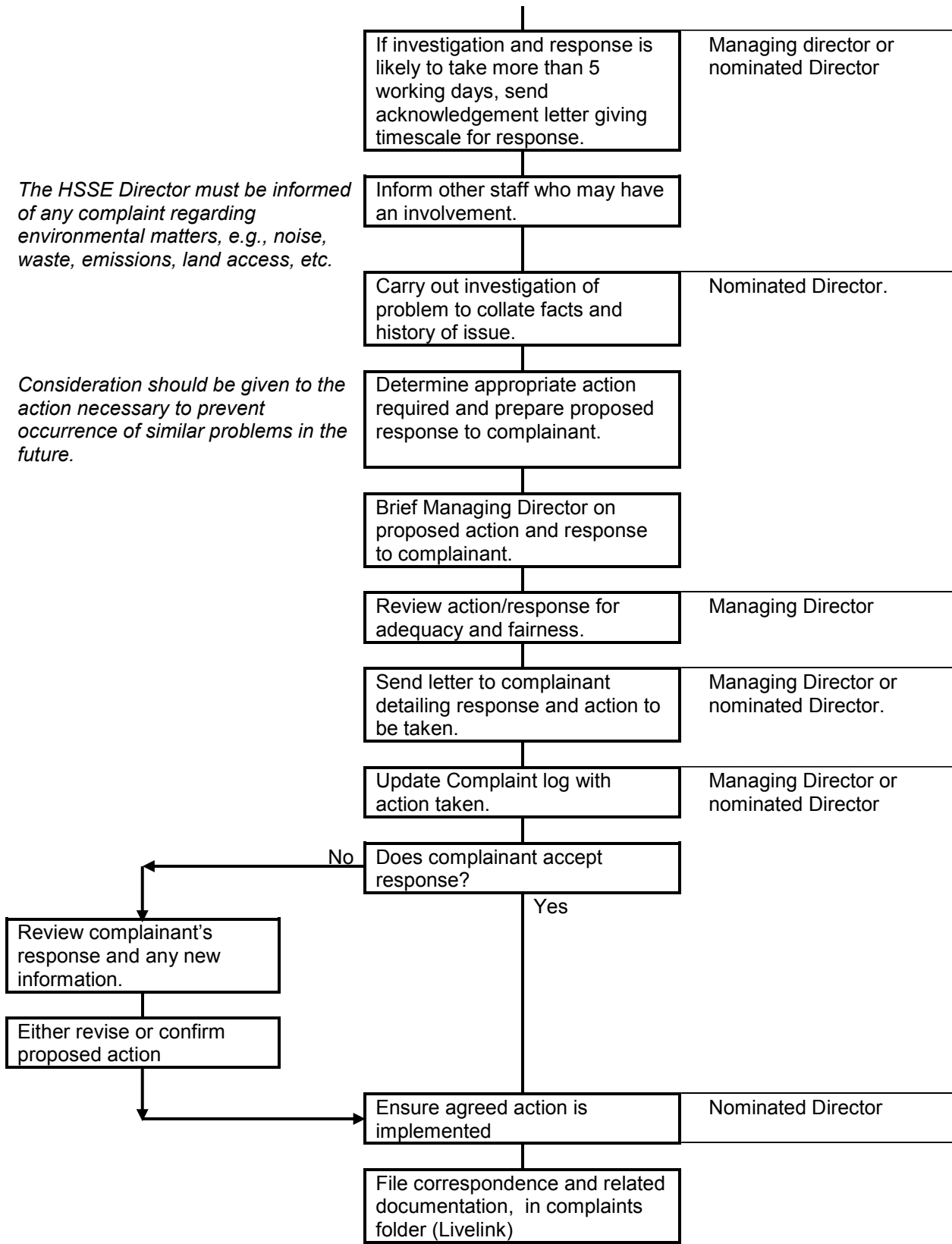
Complaints received centrally by the Managing Director (3.1).

Complaints addressed directly to members of staff during the course of their relations with stakeholders (3.2).

3 PROCEDURE

3.1 Complaints received centrally





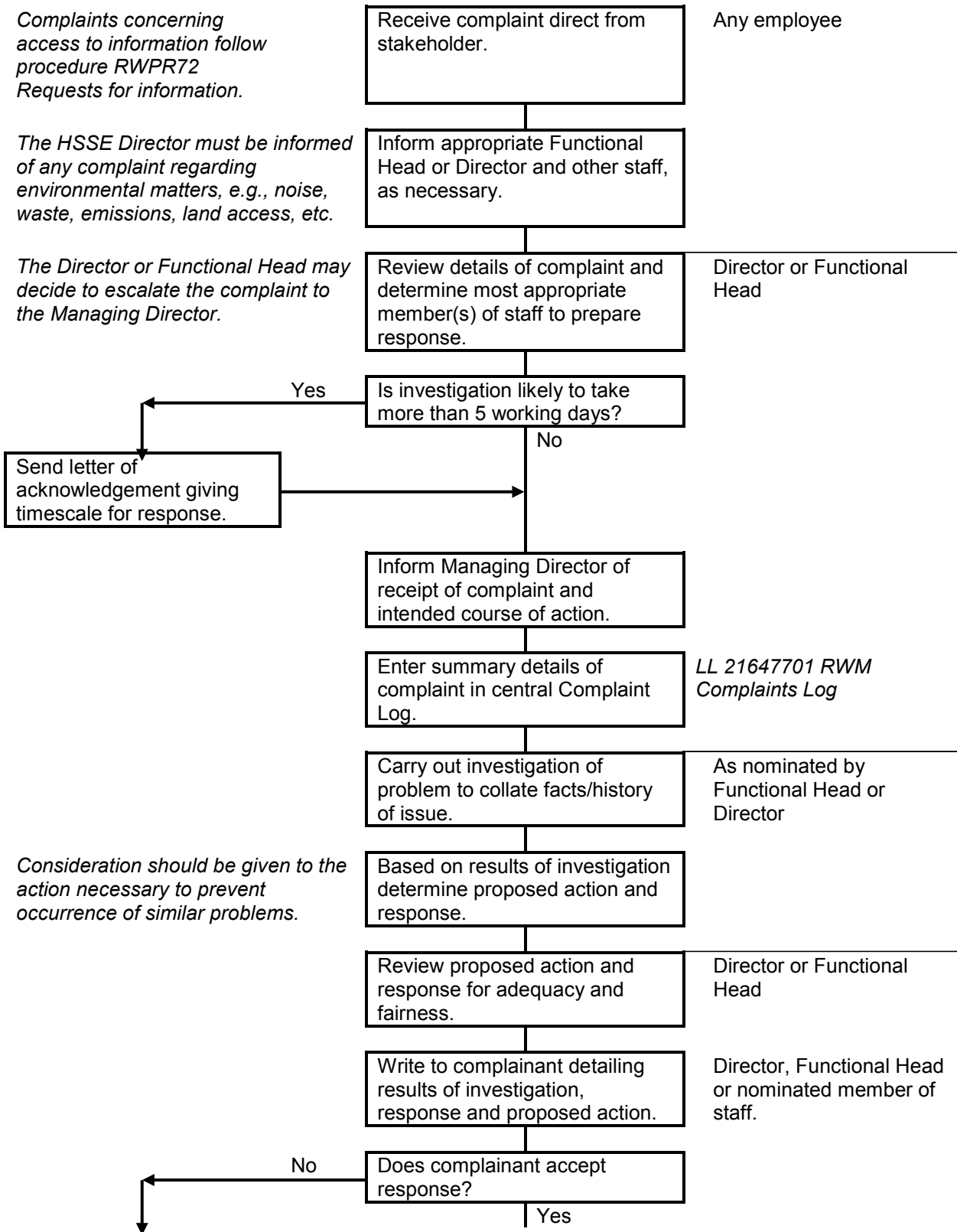
Procedure Name

3.2 Complaints Received Directly by a Member of Staff

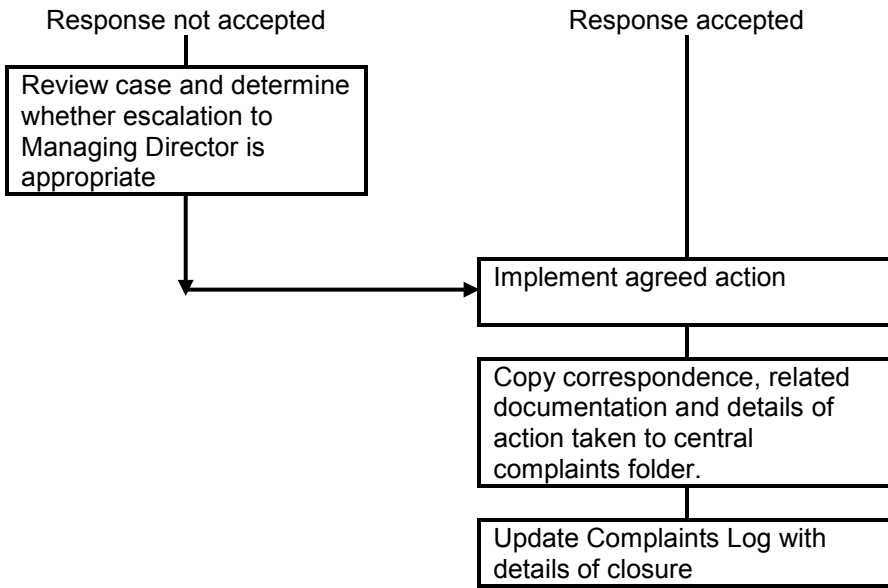
Complaints concerning access to information follow procedure RWPR72 Requests for information.

The HSSE Director must be informed of any complaint regarding environmental matters, e.g., noise, waste, emissions, land access, etc.

The Director or Functional Head may decide to escalate the complaint to the Managing Director.



Procedure Name



4 RECORDS

| Document/Record | Responsible | Where kept | Retention Period |
|--|-------------------|------------|-------------------------------------|
| Complaints Log | Managing Director | | Permanent |
| Complaint documentation (correspondence, etc.) | Managing Director | | Six years review before destruction |
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