



Operational Complaints Procedure

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Aims

Cuadrilla is committed to maintaining good relations with local communities where it operates. As part of this commitment, a procedure has been established to deal with any complaints received regarding operational activity at its sites in Lancashire. This document outlines how complaints are raised, processed, managed and resolved.

Objectives

The complaints procedure ensures that:

1. A timely and appropriate response is provided to any complaint received from residents, politicians, community groups or other interested parties
2. corrective action can be taken (if necessary) in a timely manner to address complaints received
3. the organisation can use information recorded to improve its operation and, where possible, prevent a recurrence of the issue that prompted the complaint.

Definition

For the purpose of this complaints procedure, a complaint is defined as an objection or criticism made in response to an actual or perceived failure relating to Cuadrilla's operation, such as breach of health, safety, environmental or planning obligations.

Methodology

To ensure that complaints are dealt with in the most efficient and effective manner, all Cuadrilla employees and contractors are required to follow the steps outlined in this procedure. The procedure applies to all complaints received in person, letter, email or telephone directly to Cuadrilla or indirectly via a third party. All complaints will be initially dealt with by Cuadrilla's communication consultants, Lexington Communications. A dedicated Director will oversee all complaints.

Raising a Complaint

Before the start of operations, the complaints telephone number shall be made available to the public via Cuadrilla's website, site noticeboard and by informing the Local Authority, Environment

Agency and Health and Safety Executive how to forward on complaints. The complaints telephone number will be available 24hours a day, 7 days a week during all phases of operations.

Step 1: Capture & Classify

The first stage of the process is to capture as much information as possible directly from the complainant to ensure the most appropriate course of action can be taken. If the complaint is received by email or in person a telephone number should be requested.

A complaint report should be completed (Part 1) as a record of the complaint received and will record:

- complainants contact details
- date and time of the complaint
- the nature of the complaint
- classification of the complaint (urgent or non-urgent)
- how the complaint was received
- action taken to resolve the complaint
- the outcome of the complaint

Step 2: Investigate

Once the complaint report is completed, the second stage of the process is to liaise with the site co-ordinator to ascertain whether Cuadrilla's operation is the cause of the complaint. Ongoing liaison will occur between key members of staff, including the Project Manager, Environmental & Planning Manager, Health & Safety Manager, employees on site and the communications team.

Step 3: Resolve

The Site Coordinator will investigate and confirm whether Cuadrilla's operation is the cause of the complaint. If operational activity is not the cause of the complaint, a response will be prepared and issued to the complainant. A record of the complaint will be recorded and kept by Cuadrilla.

In the event that Cuadrilla's operation is confirmed as the cause of the complaint, an internal investigation will be conducted to mitigate the cause of the complaint.

Step 4: Respond

A response will be prepared and issued to the complainant. For urgent complaints, complainants will receive a response within 2 hours. If there are delays in the process, the complainant must be updated every hour. For non-urgent complaints, responses will be provided within one working day.

Step 5: Follow Up

A follow up call will be made within 24 hours to confirm the complaint has been resolved if this has been requested by the complainant. If resolved, the complaint will be closed and recorded and kept

by Cuadrilla. If the complaint remains unresolved, an internal investigation will continue until the complaint can be resolved and closed.

Step 6: Report

All complaints received by Cuadrilla will be recorded to improve operational activity and, where possible, prevent a recurrence of the issue that prompted the complaint.

If it is confirmed that operations caused the complaint, Cuadrilla will inform the relevant regulatory bodies regarding the incident in compliance with regulatory and planning obligations e.g. Condition 49.

A full investigation will be undertaken in accordance with Cuadrilla's Investigation Process and Procedure.