Keepmoat Homes Comments/ Complaint register

To be filled out in detail with any interaction between site managers, site staff and residents during the construction period

Extract from the Construction Phase Heatlh and Safety File
‘3.6 Residents / Customers
Any Customer Care (CC) and local resident concerns with regards to HSS matters during projects like this are often passed to site via the regional CC team. The KMH construction management team will deal promptly with both neighbourhood and customer queries regarding any safety matter related to the site and keep relevant stakeholders informed as each situation dictates.
This site will be registered with the Considerate Constructors Scheme (CCS) and operates under the schemes over-riding principles – CCS information and contacts will be displayed on site notice boards.
Any complaints made from residents / customers will be logged with the Region.’

Date	**Time**	**Location**	**Interaction with (Keepmoat)**	**From (External) - include address**	**Comments**	**Action Taken**	**Follow up by/ Response date**