

Date	Time	Method	Person Details	Nature of the Complaint	Action taken by Veolia	Follow-up contact	Further Action taken by Veolia (if not, then explanation why added to commentary)
18/01/24	07:00	Email	Benedick Pagarigan (IXOM) benedick.pagarigan@ixom.com	Odour Complaint - rubbish smell	Odour Details: pungent rubbish smell Wind speed at the time of complaint: Wind direction at time of complaint: <b>South West</b>	Responded to Bennedick and noted report.	Added the report to the complaints register. No further issues at this time.
26/01/24	13:27	Email	Benedick Pagarigan (IXOM) benedick.pagarigan@ixom.com	Odour Complaint - rubbish smell	Odour Details: pungent rubbish smell Wind speed at the time of complaint: <b>9.9km/h</b> Wind direction at time of complaint: <b>South West</b>	Provided update to Bennedick that Veolia did miss a train service last week due to some track work and have some higher than usual stockpiles and that this waste would be transported from the site by 30 January.	Added the report to the complaints register and organised a routine odour audit.
28/01/24	04:00	Email	Benedick Pagarigan (IXOM) benedick.pagarigan@ixom.com	Odour Complaint - rubbish smell	Odour Details: pungent rubbish smell Wind speed at the time of complaint: <b>1.2km/h</b> Wind direction at time of complaint: <b>South West</b>	Provided update to Bennedick that Veolia did miss a train service last week due to some track work and have some higher than usual stockpiles and that this waste would be transported from the site by 30 January.	Added the report to the complaints register and organised a routine odour audit.