



Terrapure is proud to have received the 2016 Industry Excellence Award for Health & Safety from Natural Resources Magazine.



Stoney Creek Regional Facility

# Complaint Protocol



terrature

65 Sunray Street, Whitby Ontario L1N 8Y3 Canada  
11102771 | November 2019



## Table of Contents

1.	Introduction.....	1
2.	Complaints Procedure.....	2
3.	Complaint Reporting.....	3

## Appendices

Appendix A	Complaint Report Template
Appendix B	Odour Complaint Response Letter Example



# 1. Introduction

This document outlines the Complaint Protocol for the Terrapure Environmental (Terrapure) Stoney Creek Regional Facility (SCRF). The Protocol sets out provisions for dealing with and responding to inquiries and complaints during all stages of the Undertaking.

The Minister of Environment, Conservation and Parks (Minister) approved the Terrapure SCRF Environmental Assessment (EA) that proposed to increase the capacity of the SCRF (Facility, Site) on September 19, 2019. The Minister's Notice of Approval (Approval) to proceed with the Undertaking, issued under Section 9 of the *Environmental Assessment Act*, dictates the conditions of the Approval of the Undertaking that must be adhered to by Terrapure. In particular, the following conditions relating to the Complaint Protocol:

## 6. Complaint Protocol

- 6.1 The Proponent shall prepare and implement a complaint protocol that sets out provisions for dealing with and responding to inquiries and complaints during all stages of the Undertaking. The complaint protocol shall include a procedure for notifying the Ministry of the complaints received.
- 6.2 The Proponent shall submit the complaint protocol to the Director for approval and for the public record within 60 days from the Date of Approval, or by another date agreed upon by the Director.
- 6.3 The Director may require the Proponent to amend the complaint protocol at any time. Should an amendment be required, the Director shall notify the proponent in writing of the amendment required and when the amendment must be completed.
- 6.4 The Proponent shall submit the amended complaint protocol to the Director within the time period specified by the Director.
- 6.5 The Proponent shall implement the complaint protocol and any amendments to it.
- 6.6 The Proponent shall provide a summary on the complaints received and how they were addressed as part of the annual compliance reporting (Condition 5) and post the summary on the website as part of the public record.

In addition, the following conditions are included in the SCRF's Environmental Compliance Approval (ECA) No. A181008, approved under the *Environmental Protection Act*:

## 3. Community Liaison Committee

- 3.5 The Owner, in conjunction with the CLC and the City, shall continue to maintain a public complaints procedure that includes:
  - a. Circulating on a quarterly basis all complaints to members of the CLC and City, and keeping a public record at the Owner offices. Copies of complaint forms will be available at the Site office.



- b. A 24-hour emergency telephone number to receive any complaints, and to respond immediately. Written responses are to be provided by the Owner to the complainant within 10 days of receipt of a complaint.
- c. Recording the name and address of the complainant if given, and the date, time and nature of complaint.
- d. Reviewing with the CLC and the City at least twice annually, all complaints about the operations of the Site and the Owner's response/action. Complaints about exceedances are to be reviewed with the CLC and the City at each meeting of the CLC. Complaints that are not resolved within a period of ninety (90) days shall be referred to the CLC for review and resolution.
- e. Summarizing all complaints received and how they were addressed in the annual report.

With these EA and ECA conditions in mind, Section 1 provides details on the complaints procedure that is in place at the Site, including complaint documentation and issues resolutions mechanisms, and Section 2 outlines the complaint reporting process.

## 2. Complaints Procedure

### *Complaint Documentation*

Complaints can be received through several means including the 24-hour emergency telephone 1-800-567-7455, SCRF office, the Community Liaison Committee (CLC), the City of Hamilton (City) or by written letter. Complaints received by Terrapure will be forwarded to Terrapure's Senior Environmental Technician, who will be responsible to ensure that all complaints are acknowledged investigated and reported on. A report is created for each complaint, which includes the following:

- a) the name and address of complainant, if given;
- b) date and time of complaint;
- c) nature of complaint (noise, dust, odour, surface water/ groundwater issues, litter, mud on street, etc.);
- d) acknowledgement of receipt of complaint;
- e) a description of the location of active landfilling;
- f) weather conditions at time of complaint;
- g) note whether control systems operating as required;
- h) follow-up determined in consultation with appropriate supervisory staff, and take corrective action if necessary;
- i) document and provide written response to the complainant within 10 days; and
- j) copy the complaint report to the CLC, the City and the Ministry of the Environment, Conservation and Parks (MECP).

The Senior Environmental Technician has primary responsibility to ensure that a copy of the complaint is forwarded to the Regional Operations Manager and the MECP District Office. It will



also be the responsibility of the Regional Operations Manager to ensure that these complaints are circulated to the CLC and the City quarterly, by attending CLC meetings to present summaries and respond to members' questions.

An example of a complaint report template is provided in Appendix A.

### ***Issues Resolution Mechanisms***

The Operations Manager is responsible for ensuring that complaint follow-up is undertaken and documented. Complaints are individually investigated by landfill staff, and appropriate remedial measures are taken as necessary. Depending on the nature of complaint (noise, dust, odour, surface water/ groundwater issues, litter, mud on street, etc.), the appropriate follow-up measures are initiated.

For odour complaints, landfill staff will determine the source of the complaint, typically provided by the complainant. Online meteorological data will also be used to determine the wind direction. Based on this information, a determination will be made if the odour is being carried from the landfill to the source of the complaint.

A perimeter site reconnaissance will be conducted to verify if odour is being sensed off-Site, around the perimeter, and around the area of the source of the complaint. If the investigation determines through sufficient evidence that the odour is not caused by the landfill, then the information and observations will be recorded, and a formal letter will be sent to the complainant. An example is provided in Appendix B. If an occurrence is deemed to be sourced from the landfill, immediate mitigation measures will be taken to deal with the odour issues.

The information and observations from all follow-up actions taken in response to a complaint will be recorded, and a formal letter will be sent to the complainant within 10 days of receipt of complaint. In addition, copies of complaints and responses will be sent to the CLC, the City and the MECP. Complaints that are not resolved within a period of 90 days will be referred to the CLC for review and resolution.

## **3. Complaint Reporting**

All complaints will be reviewed on an annual basis and summarized in the Annual Monitoring Report. The Regional Operations Manager will be responsible to ensure that the following is undertaken and documented:

- Circulating all complaints on a quarterly basis to members of the CLC and City, and keeping a public record at the Owner offices. Copies of complaint forms will be available at the Site office.
- Written responses are to be provided by the Owner to the complainant within 10 days of receipt of a complaint, recording the name and address of the complainant (if given), and the date, time and nature of complaint.
- Reviewing with the CLC and City at least twice annually, all complaints about the operations of the Site and the Owner's response/action. Complaints about exceedances are to be reviewed



with the CLC and City at each meeting of the CLC. Complaints that are not resolved within a period of 90 days shall be referred to the CLC for review and resolution.

- Summarizing all complaints received and how they were addressed in the annual report, as per ECA Condition 3.5.e.
- Provide a summary of complaints received and how they were addressed as part of the Annual Compliance Report, as per EA Condition of Approval 6.6.

**Appendix A**  
**Complaint Report Template**

TERRAPURE STONEY CREEK REGIONAL FACILITY  
**Complaint Report**

<b>Complaint Number:</b>	
<b>To be completed by Staff receiving Complaint</b>	
<b>Date:</b>	<b>Time</b>
<b>Name:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Nature of Occurrence</b>	
<u><b>Taken By: Terrapure Staff</b></u>	
<b>To be completed by the Terrapure Management</b>	
<b>Date:</b>	<b>Time:</b>
<b>Confirmation of Occurrence:</b>	
<b>Control Systems Operating:</b>	
<b>Active Landfill Area:</b>	
<b>Weather Conditions:</b>	



**APPENDIX A.2 COMPLAINT REPORT**

TERRAPURE STONEY CREEK REGIONAL FACILITY  
**Complaint Report**

**Follow-up Action Taken:**

**Documentation of Occurrence to:**

Caller

Br.Mgr

MOE

CLC/City

Mgr.

Other \_\_\_\_\_

**Date of Occurrence:**

**Appendix B**  
**Odour Complaint Response Letter Example**



August 28, 2019

Mr. Joe Smith  
123 First Road W.  
Stoney Creek, ON  
A1B 2C3

Dr. Mr. Smith:

**Re: Odour Complaint – July 31, 2019**

This letter is to acknowledge receipt of your concern regarding odour, which you believe to be caused by the operations at the Stoney Creek Regional Facility.

Upon receipt of your concern, an investigation was immediately conducted by several staff members around the perimeter of the facility, your residence and the surrounding area. During these investigations no odours were detected.

Should you have any questions, please do not hesitate to contact me at (905) 123 – 4567.

Sincerely,

**TERRAPURE ENVIRONMENTAL  
STONEY CREEK REGIONAL FACILITY (A181008)**

**\*\*\*SIGNATURE\*\*\***

NAME of regional operations manager  
Regional Operations Manager

cc: NAME, Operations Manager  
NAME, Senior Environmental Technician

65 Green Mountain Road W., Stoney Creek, ON L8J 1X5  
Tel: (905) 561-0305 Fax: (905) 549-4515  
[www.terrapureenv.com](http://www.terrapureenv.com)