

Environment Standard - Complaints

Standard

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Names of Initial Circulation:

Refer to scope to determine employees to who this standard is required to be communicated. The key contact list for each site can be found here - [Link](#)

1 Scope

To ensure compliance with this standard, the following sites are required to adhere:

Applicable Sites/Works Areas		
Port Talbot	Llanwern	Shapfell

2 Objectives

The objective of this Complaints Standard is to establish a clear, consistent, and accountable process for the receipt, management, investigation, and resolution of complaints across all channels. It aims to:

- Define the roles and responsibilities of all persons involved in the complaints process
- Ensure that all complaints, whether received through approved or unapproved channels, are recorded, assessed, and addressed appropriately.
- Promote fair handling of internal and external complaints, including those raised by community members or litigation stakeholders.
- Support root cause analysis and continuous improvement through structured investigation and route cause reporting.
- Provide transparent escalation, feedback, and reporting mechanisms to improve stakeholder confidence and service delivery.

3 Responsible Persons

Responsibility	Responsible Person
To ensure that the correct resources are allocated for complaints handling, investigations, & communications.	Head of Environment, Operations
To ensure that the correct resources are allocated for complaints investigations.	Works Manager(s)
To manage and improve the complaints system.	Central Environment Lead Governance
To monitor and input necessary details in the Environment Complaints system.	Central Environment Claims Handling Team Site Security Team
To complete all allocated complaint investigations and determine root causes where able.	Site Environment Responsible Personnel
Responsible for making final decisions regarding complaints/claims that have been escalated.	Head of Environment, Operations UK Legal Team

4 Process Flows

All complaint process flows can be found in the following guidelines [Complaint Guidelines](#)

5 Methodology of Complaints

There are 2 ways to make an environmental complaint:

5.1 Regulator

For Welsh sites - Members of the community can report a complaint anonymously through Natural Resources Wales via their online incident form [Report an incident \(smartsurvey.co.uk\)](#) or by calling their 24/7 incident reporting line on 0300 065 3000. This incident report is sent directly to The Environment Operations Team inbox (community.support@tatasteeleurope.com). NRW/EA are responsible for informing the complainant of the next steps of the process.

5.2 Via Online Form

Members of the community can report a complaint electronically via TSUK's online complaint form- [Complaint form | Tata Steel UK](#)

6 Receipt of complaints through approved channels

All complaints need to be inputted on the Environment Complaint System [Environmental Team | Cases | Salesforce](#) where they can be tracked.

6.1 Complaints received via The Regulator

For Sites based in Wales:

All complaints received through NRW are sent to The Environment Operations Team inbox (community.support@tatasteeleurope.com). These complaints are added to Salesforce by a member of the Environment Governance team each morning for the previous 24 hours. The PDF sent by NRW is to be uploaded to Salesforce by creating a new report.

6.2 Complaints Received via Online Form

All complaints received via online form are automatically pulled over to the Salesforce website. Notification of new complaints added to the system are sent to specific email addresses every morning.

All complaints should be validated by a member of Central Environment to check for accuracy and added to the relevant central governance forum.

7 Receipt of complaints and/or claims from Group

Litigation participants

When the complainant's details are inputted into the Environment Complaints System the system will flag automatically if the complainant (or address) was a part of the group litigation.

Complaints from participants in the Group Litigation will be handled as per the standard process.

Participants in the Group Litigation who proceed to make a claim should be sent a referring them back to their solicitors in the Group Litigation. No further action should be taken and Head of Environment, TSUK should be informed (who will notify TSUK Legal).

In the case that there is a change to the Litigation register i.e. group litigation participants home address. the Environment Governance Team should be notified straight away to make changes to the system.

8 Receipt of complaints through unapproved channels

8.1 Complaints received via unapproved channels

In the case that a community member has contacted TSUK personnel via a channel that is an unapproved method of making a complaint, the TSUK personnel must redirect the complainant to the correct channels by responding to the complainant using [Registering a complaint - formal response](#) as soon as possible.

9 Recording & Reporting of complaints receipt

Once all internal complaints have been added to the Salesforce system all complaints from all complaint channels need to be reported into the relevant central environment governance forum.

These figures are reported in the TSUK Operations weekly meeting each Tuesday.

10 Complaint Allocation and Assignment

10.1 Complaints are assigned by works areas/sites. Following the key contact list will allow for the correct person to be assigned the complaint for investigation.

[Environment Key Contact List.docx](#)

11 Complaint Investigation

11.1 Complaints are investigated by the relevant personnel following [Complaint Investigation Guidelines](#). All complaint investigation process flows and procedures can also be found within the complaint investigation guidelines.

Once the Complaint Investigation is completed it needs to be sent to the Site Environment Manager and the Head of Environment for review the quality of investigation and actions to understand issues, prevent reoccurrence and escalate if needed.

12 Complaint Route Cause Reporting

12.1 NRW Complaints Report

Once all complaints are completed the route cause needs to be submitted to NRW on request. This is done by creating a report using [NRW Report Template.xlsx](#). This is converted into a PDF and sent to industryregulation.swwales@cyfoethnaturiolcymru.gov.uk.

12.2 All Complaints

All complaint route cause information should be reported back in the the relevant central and site governance forum.

13 Claims management – external (community)

13.1 Initial Claim

Each member of the community who has submitted a complaint relating to fallout (excluding NRW complaints) has the right to submit a claim to TSUK's claims department within 10 days of making an original complaint. Claims should be submitted to community.claims@tatasteleurope.com.

A claim can be submitted for fallout on vehicles, exterior property/items and interior property/items. What is being claimed for should be stated in the initial claim email along with photographic evidence of these items. This will be managed by TSUK's claims department and supported by central environment. The claims procedure process flow can be found here: [Refer to slide 5](#)

13.2 Vehicle cleaning

For claims relating to vehicles, once an investigation has been completed the claims department will make a final decision on whether the claim should be accepted or rejected. If the complaint is accepted a clean will be offered to the complainant. A 'claim accepted' letter is sent to the complainant and they have 14 days to sign and return the letter so cleaning can commence. If the clean is accepted from the complainant the claims department will pass the details to the approved contractor who will make the relevant contact with the complainant.

The contractor representing TSUK will carry out the cleaning following an agreed contract [Vehicle Cleaning](#). Once work is complete job satisfaction documents and an invoice will be sent to the claims department as per the agreed contract. Performance is reviewed in a contract review meeting attended by both Contract Valeting representatives and TSUK representatives. The vehicle claims procedure process flow can be found here: [Refer to slides 6&7](#)

13.3 Internal cleaning & exterior property cleaning

For claims relating to the interior of the property and exterior of the property, once an investigation has been completed and it is deemed that TSUK is responsible for the fallout an initial assessment of the property needs to be done by the approved contractor. The claims department will notify the approved contractor that an assessment needs to be taken out on the items listed in the initial claim. Arrangements will need to be made with the complainant to visit the property. Once an assessment has been carried out the approved contractor will need to create a quotation and send it directly to TSUK's claims department.

If agreed cleaning will commence following the correct standards outlined in the contracts for external and internal property cleans: [Property Cleaning](#). The internal & external property claims procedure process flow can be found here: [Refer to slides 8&9](#). If a complainant has claimed for vehicle cleaning as well as property cleaning this will follow both the vehicle cleaning process and internal/exterior property cleaning process separately.

13.4 Complainant request for compensation

If a complainant requests compensation as part of their claim – The Claims Team must respond using [Letter 4e - Claim Non-Cash Payment](#) as we do not accept requests for compensation. We only provide remediation using approved contractors.

14 Complaint/Claim escalation

If a complainant is unhappy with the outcome of their complaint and/or has requests that are outside of TSUK's procedures – the complaint will need to be escalated to the Head of Environment with the contact details included in the letter response.

15 Claim status notification.

The complainant will be notified regarding each part of the process by letter via email or post (if no email) [Complaints and Claims Letter Procedure.docx](#). Each letter has a notification banner that clearly shows the stages of the complaint process.

16 Complaint closure & feedback

Once a complaint has been completed a closure letter is sent to the complainant by letter via email or post (if no email). [Complaints and Claims Letter Procedure.docx](#). The closure letter will outline the root cause of the complaint if required along with a glossary of terms. All closure letters, claim-related and complaint-related, will have a link and QR code to a feedback survey.

17 Feedback response review

Each closure letter will contain a QR code for complaints to provide feedback to TSUK. This feedback is sent directly to. The feedback is collated and are be raised in the relevant central and site governance forums where where actions can be taken.

18 Internal Complaints

Internal complaints are made by employees and contractors on-site to their local site representative.

However, at Port Talbot, if an employee or contractor would like to report an incident they will need to do this by visiting DCP, any other sites will visit their site environment representative to inform them of the incident. DCP or the site environment representative will take the details of the incident and take photographic evidence which is sent to the claims team for review. The employee/contractor will also be advised to send their details to the Claims Team via email.

18.1 Receipt of complaints

Once the report has been reviewed by the claims team it is then forwarded to the site environment manager.

18.2 Recording and reporting of complaint receipt

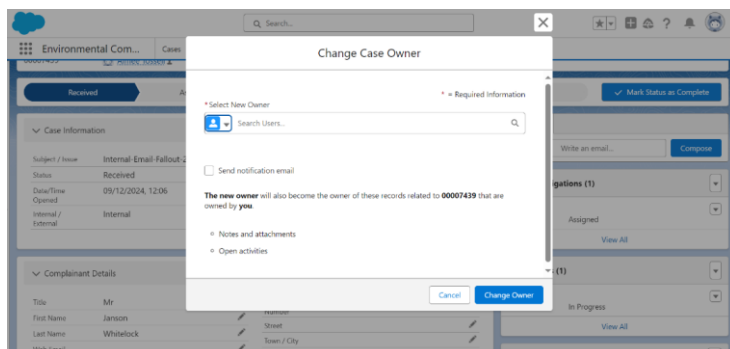
All internal complaints are managed at site-level.

18.3 Complaint allocation and assignment

To assign complaints to site specific people we need to change the case owner.

Case Number	00007439	
Case Owner	 Aimee Tossell	
Case Origin	Email	
Site	Port Talbot	
Specific Site Location		

Email address are added and the owner is changed to the assigned person.



18.4 Internal Claims Management

Once the Claims Team have reviewed the conclusion of the investigation they will make a decision on remediation for the vehicle.

If the investigation concludes that TSUK is the source of the event, remediation will be initiated by passing on the complaint details to the contractor. The contractor will contact the complainant to arrange cleaning.

Commented [CB1]: Who is the contractor here?

If the investigation concludes that TSUK is not the source of the event, the Claims Team will liaise with the employee to close the claim.

If the employee is not happy with the outcome of the claim then this will be reported to the Site Manager.

18.5 Claim status, closure and reporting

The Claims Team will liaise with the complainant to let them know the status of the claim via email.

Once remediation has taken place the contractor will advise the Claims Team by sending over the relevant information outlined in. The Claims Team will close out the complaint via email to the employee/contractor.

Commented [CB2]: Outlined in what?