

JL Thomas Complaint Analysis

Since the last meeting, there have been 93 factory odour complaints, one dark smoke complaint and one vehicle complaint.

10 complaints occurred when there were process problems.

There were 12 complaints whilst the factory was not running (and there were no identifiable process etc problems).

Complaint 'incidents' (i.e. more than one complaint on any day):

22/05	2 complaints	No problems identified
02/06	3 complaints	No problems identified
09/06	2 complaints	No problems identified
05/07	2 complaints	Not processing
06/07	7 complaints	Potential odour from washing out ducting in morning but complaints all day. Started up during day.
13/07	4 complaints	Fault with Large Flakt while factory was shut down
15/07	2 complaints	No problems identified
28/07	7 complaints	No problems identified
14/08	2 complaints	No problems identified
19/08	2 complaints	No problems identified
20/08	6 complaints	Possible fault with dosing on one tower otherwise no problems identified
24/08	5 complaints	Fault with main process fan
27/08	5 complaints	Fault with small flakt otherwise no problems identified
15/09	2 complaints	Fault with small flakt otherwise no problems identified
22/09	2 complaints	No problems identified
08/10	2 complaints	No problems identified

Factory odour complaints per quarter:

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
2007	17	31	24	10
2008	4	30	108	39
2009	4	21	69	4