

NOISE MANAGEMENT PLAN
For Planning Application
Little Cedars Montessori Ltd – Expansion
42 Cedar Road, Whiston, L35 2XA
Planning Reference – 25/00241/FUL

Complaints Procedure - Noise Complaints

1. Purpose

The purpose of this procedure is to ensure that any complaints relating to the operation of the nursery, including noise concerns raised by neighbouring residents, are taken seriously and handled promptly, fairly and effectively.

The nursery is committed to maintaining positive relationships with neighbours and to minimising any disturbance arising from its activities, including those associated with the use of the new extension.

2. Scope

This procedure applies to all complaints received from parents, carers, visitors, staff members and members of the local community, including neighbouring properties.

Specific provision is made within this procedure for the handling of noise-related complaints.

3. Named Contact for Noise Concerns

The nursery has appointed a named individual responsible for receiving and managing noise complaints:

Name: Jennifer Shard
Role: Nursery Manager
Telephone:
Email:

In the absence of the Nursery Manager, the Deputy Manager will assume this responsibility.

4. How to Make a Complaint

Complaints may be made in person, by telephone, by email or in writing.

Noise complaints from neighbours are encouraged to be raised directly with the nursery using the contact details above to allow for prompt resolution.

5. Recording of Complaints

All complaints, including noise complaints, will be logged in the Complaints Register on the day they are received.

Each complaint will record the date, time, nature of the complaint and contact details of the complainant (where provided) and will be assigned to the Nursery Manager for investigation.

6. Investigation Procedure

Upon receipt of a noise complaint, the nursery will:

- Acknowledge the complaint within 3 working days
- Investigate the circumstances surrounding the complaint, including reviewing activities and consulting staff members on duty
- Assess whether reasonable steps can be taken to reduce or prevent recurrence

7. Resolution and Response

Following investigation:

- A response will be provided to the complainant within 14 working days
- Any actions taken or proposed will be clearly explained
- Operational adjustments will be made where appropriate to minimise noise impact

8. Ongoing Monitoring and Review

All noise complaints will be reviewed quarterly to identify patterns or recurring issues.

This procedure will be reviewed annually or sooner if required.

9. Commitment

The nursery is committed to being a considerate neighbour and to minimising noise wherever reasonably practicable.

The nursery will promptly record, investigate and resolve any noise complaints received.