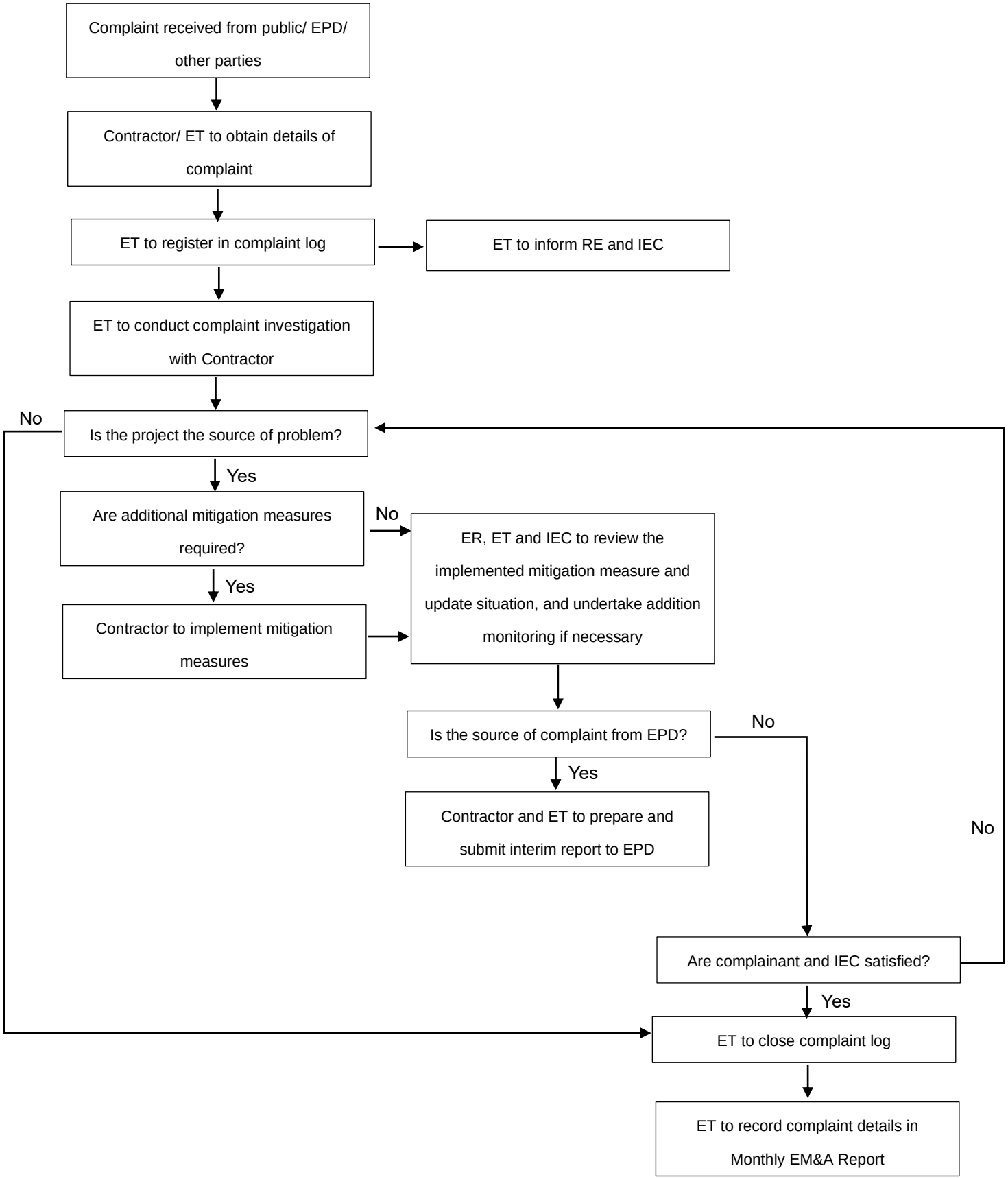
Complaint received from public/ EPD/ other parties
Contractor/ ET to obtain details of complaint
ET to register in complaint log
ET to inform RE and IEC
ET to conduct complaint investigation with Contractor
No
Is the project the source of problem?
Yes
Are additional mitigation measures required?
No
ER, ET and IEC to review the implemented mitigation measure and update situation, and undertake addition monitoring if necessary
Yes
Contractor to implement mitigation measures
Is the source of complaint from EPD?
No
Yes
Contractor and ET to prepare and submit interim report to EPD
No
Are complainant and IEC satisfied?
Yes
ET to close complaint log
ET to record complaint details in Monthly EM&A Report