



Unhappy with any aspect of the Laggan-Tormore Development?

This leaflet explains what to do if you have an issue about any of the activities carried out by Total E&P UK and our contractors.



OUR STANDARDS

Accessibility

We aim to be accessible to everyone. If you have accessibility needs, we will take steps to assist.

Our contact with you

In all our contacts we aim to be polite and professional. In our communication with you we always try to set out our conclusions and decisions clearly, without using jargon.

Dealing with complaints as promptly as we can

We aim to deal with your complaint quickly and efficiently. When we start work on your case, we will keep you regularly informed about the progress we are making.

Listening to you

We will always take account of what we are told

If you are unhappy about any of the activities carried out by TOTAL E&P UK and our contractors.

This section is about what to do if you have a complaint in relation to the activities carried out by us or our contractors during the construction of the Shetland Gas Plant and associated pipe works.

We know we cannot please everyone and that things can sometimes go wrong and we would like to hear from you if you are dissatisfied with any aspect of our work. For example, if you have problems with road conditions, noise, conduct of personnel, you should get in touch.

We take your comments very seriously, and we need to know if things go wrong so that we can put them right for the future.

If you have an issue which needs to be addressed urgently and occurs out with regular office hours, please contact the Site Rep in the first instance on: 0777 2292725

In the first instance, you should contact our Third Party Interface Coordinator.
She can be contacted by telephone, e-mail or letter (see below).



She will consider the concerns raised and will decide whether a personal meeting is required.



The Third Party Interface Co-ordinator will take any steps necessary to investigate the concern and to find a solution which is mutually acceptable. Most problems should be dealt with satisfactorily at this stage.



If the problem cannot be resolved, the Third Party Interface Coordinator will transfer the complaint to the Project Director at TEPUK headquarters.



Upon receipt of the complaint, TEPUK will acknowledge receipt in writing and the complaint will be investigated within 30 days of the incident. Notification of the outcome will be provided in writing.

IT IS IMPORTANT THAT YOU TELL US ABOUT YOUR CONCERNS AS SOON AS POSSIBLE SO THAT WE CAN ADDRESS THESE QUICKLY.

For further information contact:



RHONDA KELLY – Third Party Interface Co-ordinator

TOTAL E&P Ltd
Southpoint House, Altens
Aberdeen, AB12 3JG

Tel: 01224 233985
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**Further copies of this
leaflet can be obtained
from the address below.**

Laggan-Tormore Project
Southpoint House, Wellington Circle
Altens AB12 3JG

Tel 01224 233416 Fax 01224 296959

www.laggan-tormore.com

