

POLICY STATEMENT

The objective of the policy is to regularly communicate with key stakeholders on project progress, informing the local community of any potential disruption in a timely manner to minimise inconvenience.

Where works directly impact on homeowners, we endeavour to communicate with them directly, delivering information to their homes or in person.

McLaughlin & Harvey (McL&H) aims to provide its stakeholders with an excellent liaison service. We will listen to the needs of our stakeholders and provide opportunities for feedback.

1. Requests for Information (RFI)

We will respond to any RFI's via email, telephone, text message or in person as soon as possible.

2. Feedback

McL&H put stakeholder needs at the very heart of the way we develop and enhance our liaison services. Feedback is part of our ongoing consultation process which we use to learn and continuously improve.

Communications Procedure

You can make an enquiry or provide feedback in person to our dedicated Community Liaison Officer:

Sheila Tolmie
 Stonehaven Flood Protection Scheme Project Office
 New Mains of Ury
 Stonehaven
 AB39 3QA

Or by emailing stonehaven.community@mclh.co.uk
 or by telephone on 07867193124

7 a.m. – 7 p.m. Monday to Friday (outwith these times for emergencies only)

