

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) 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

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.

How do I contact the Project?

Telephone/Text

My enquiry is urgent/I wish to report a problem
Please leave a message or send a text to 07867193124
The CLO will return your call or resolve asap

Email

I wish to request information (RFI) or provide feedback
@ stonehaven.community@mclh.co.uk

Suggestions/Comments Box

Or put your suggestion/questions/comments
In the box at Bridgefield/Salmon Lane

How do I find out what is happening?

<https://www.aberdeenshire.gov.uk/environment/flooding/stonehaven-fps/>

You will find the following information:

Project Outline
Contact Information
Construction Phase Plan
Complaints & Communication Policy
Traffic & Pedestrian Management Notices
Newsletter
Work Experience Opportunity
Community Benefits
Historical documents/information

Social Media

Facebook
Twitter
The Press
Mearns FM

Noticeboards

Cameron Street
Dunnottar Avenue
Salmon Lane
Low Wood Road
Woodview Court
Public Library

Who receives information and how?

Stakeholders

CLO liaises regularly with:

Residents in all 6 work zones
Flood Action Group
Business Association
Community Council
Horizon Group
The Bellman

Letter Drops/Leaflets to affected parties as required

Daily response to RFI, circulations and feedback via email

Newsletter

Face to Face

Due to current Social Distancing Guidelines we have suspended the

Drop in Sessions

and

Guided Walks