

## Complaints to TRU7

If you have an issue or complaint about TRU7, you should first contact TRU7 itself through their general enquiries site (1), or if there is pollution from the site, then their site management portal (2). It might be helpful to contact ESC also (3)

If you are not satisfied with the outcome, then you can escalate to one of the Agencies most suited to help. For the west end of site (the plant hire and maintenance business) contact East Suffolk Council (3) (4). For the east end of site pollution (mineral processing activity), contact Suffolk County Council (5). If there are other general or cross-site pollution issues, contact the Environment Agency (6).

1. TRU General enquiries [enquiries@TRU7.com](mailto:enquiries@TRU7.com)
2. TRU7 Site Management: [sitemanagement@TRU7.com](mailto:sitemanagement@TRU7.com)
3. East Suffolk Council Environmental Protection: [ep@eastsuffolk.gov.uk](mailto:ep@eastsuffolk.gov.uk)
4. East Suffolk Council Planning: [planning@eastsuffolk.gov.uk](mailto:planning@eastsuffolk.gov.uk)
5. Suffolk County Council planning: [enforcement@suffolk.gov.uk](mailto:enforcement@suffolk.gov.uk)
6. Environment Agency: [ics@environment-agency.gov.uk](mailto:ics@environment-agency.gov.uk)

In all cases, ask for a complaint reference number and request a notification of outcome.”