

# **BE PREPARED, RESPOND QUICKLY TO BLAST COMPLAINTS**

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## **ABSTRACT**

Blasting complaints are as unpredictable as human nature. Being prepared to speak to the complainant, and having a good idea of what you should say, or what NOT to say, may affect the evolution, and eventual resolution of the complaint. The person taking that first phone call will probably not be responsible for resolving the complaint. However, the person in charge should respond to the complainant ASAP, the same day, if possible.

Because many damage claims prove to be unrelated to blasting effects, you should be careful not to reinforce the concept that your blasting IS responsible; this will only serve to raise the complainant's expectations, or worsen their reaction, if an investigation concludes that blast effects are NOT the cause. Having a plan of action, and knowing what you will say, can be a valuable asset in the resolution of any complaint or damage claim situation.