

SSD 9194 13-23 Gibbons Street – Main Construction Complaints Register

Rev: 07

Last Rev and Date: 31.03.22

Date: 30.05.22

No	Date	Description of Complaint	Action Taken or Reason Why No Action was Taken	Monitoring Details of Follow up Contact	Date Complaint Closed/Resolved
1	13/09/21 @ 5:50pm	SMS text message received by Site Manager Ian Robinson from resident across from site compound at 2/143-145 Regent St. Resident John Gillen made not of lights being left on within our temporary site office at 104-116 Regent St. He also mentioned some dust over the weekend due to high winds. Complaint was informal in nature but noted by team.	Cale Holmes (Senior Project Engineer) responded via email (John left an email address) on 14/09/21 @ 5:34pm. Management staff all advised of complaint and extra precaution taken to turn off all office lights when leaving each evening. Noting that site office is moving within next 3 weeks. We have contracted a civil earthworks company to seal our materials lay down area to keep dust settled.	John M Gillen Jmgillen7@gmail.com	14/09/21
2	20/09/21 @ 5:50pm	Complaint received from 1 Margaret St Kerry Heywood on behalf of tenants regarding extreme dust during yesterday's wind event. Kerry also noted CEMP was not on Planning Portal or Project Website.	Cale Holmes (Senior Project Engineer) responded via email on 21/09/21 8:54am. Noting that the CEMP was clearly on planning portal but had not been uploaded on website. Website has been updated as of 8am 21/09/21 with all management plans required by SSD9194. In regard to dust, RCC contractor has now ordered 1no water cart dust suppression unit and 1no Water Suppression cannon due to arrive today 21/9/21. RCC electrician on site to install required 3 Phase power to run the cannon.	Kerry Heywood kpheywood@gmail.com 0419 624 331	21/09/21
3	24/09/21 @ 09:57am	Complaint received from 1 Margaret St Kerry Heywood on behalf of tenants outlining concerns regarding works starting prior to DA hours, Dust and Vibration.	Cale Holmes (Senior Project Engineer) responded via email on 24/09/21 11:40am. - Demonstrated over and above dust	Kerry Heywood kpheywood@gmail.com 0419 624 331	24/09/21

			<ul style="list-style-type: none"> - control measures via photos of water cannon and hoses at worksite - Sent through vibration logger results as evidence that vibration limits have not been exceeded and that loggers are working correctly. - Non-Conformance notice given to ACE Civil for turning on their 33 tonne excavator at 6:54am. 		
4	28/10/21 @ 3.44pm	Complaint dated 15/10/21 received from council via the PCA regarding noise and vibration. Noting no detailing to the root cause was given.	RCC responded via PCA within 1 hour of receiving complaint at 4.15pm 28/10/21 and will continue to monitor noise and vibration levels.	Council/PCA	28/10/21
NO COMPLAINTS RECORDED IN NOVEMBER 22					
NO COMPLAINTS RECORDED IN DECEMBER 22					
NO COMPLAINTS RECORDED IN JANUARY 22					
5	28/02/22 @ 12.10pm	Text message received from Tim Heywood representative of 1 Margaret St advising that the crane lights were left on over the weekend	RCC responded immediately, crane light termination added to daily lock up checklist and site team advised of complaint.	Tim Heywood	28/02/22
NO FORMAL COMPLAINTS RECORDED IN MARCH 22					
NO FORMAL COMPLAINTS RECORDED IN APRIL 22					
NO FORMAL COMPLAINTS RECORDED IN MAY 22					
NO FORMAL COMPLAINTS RECORDED IN JUNE 22					
NO FORMAL COMPLAINTS RECORDED IN JULY 22					
NO FORMAL COMPLAINTS RECORDED IN AUGUST 22					
NO FORMAL COMPLAINTS RECORDED IN SEPTEMBER 22					
NO FORMAL COMPLAINTS RECORDED IN OCTOBER 22					
NO FORMAL COMPLAINTS RECORDED IN NOVEMBER 22					