

SSD 12618001 104-116 Regent Street – Main Construction Complaints Register

Rev: 3
 Last Rev and Date: Rev 2 Jul-23
 Date: Aug-23

| 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 | 05.07.2023 | Neighbouring property had advised the department of planning that they had not received a notification for commencement of work. | A copy of the commencement of work notification was issued individually to the property. | Property contact details added to the notifications mailing list. | 05.07.2023 |
| 2 | 25.07.2023 | Neighbouring property sent email to RCC advising of poor NBN Connectivity due to site works. | RCC not responsible for NBN connectivity issues. | N/A | 25.07.2023 |
| 3 | 04.08.2023 | Email from local resident, advising of rudeness of works onsite and the use of blowers, blowing dust across Regent St. | RCC meet council rangers onsite on 04/08/2023 who were happy with RCC actions. Advised watering will wash dust into stormwater drains which is not advisable. RCC responded to complaint on the 04.08.2023 | RCC to reinforce workers to be mindful of surrounding neighbours. | 04.08.2023 |