

# COMPLAINTS REGISTER



	COMPLAINT DESCRIPTION	CAUSE	ACTIONS TAKEN
31/03/2015	Noise of travel buzzer was echoing down to neighbours house	Excavating contractor had a reverse buzzer that echoed when on top of the ridge	<ol style="list-style-type: none"> <li>I. Reversing buzzer was turned down</li> <li>2. The person with the complaint was called and was happy with the response. He was asked to provide feedback if the issue re-occurred.</li> </ol>
30/05/2016	House shook whilst a truck was travelling along Janet Parade	Easy-Mix semi-trailer went past Janet Parade which lead to complaint of a shaking house	<ol style="list-style-type: none"> <li>I. Driver was spoken to and advised to be mindful of speed while travelling down Janet Parade</li> <li>2. A new sign will be made to advise truck drivers that neighbours will be monitoring speed along Janet Parade</li> <li>3. Loader operator to communicate regularly with drivers</li> <li>4. Operations Manager to monitor Janet Parade usage</li> </ol>
19/07/2016	Truck was speeding leading to the complaint being made	The tipper reported he had a free run into Janet Parade off Nelson Bay Road and turned in with momentum	<ol style="list-style-type: none"> <li>I. Spoke to driver</li> <li>2. Ongoing monitoring and education on entering and exiting Redisand</li> </ol>
Quarter ending 9/2016	No complaints		
Quarter ending 12/2016	No complaints		
Quarter ending 3/2017	No complaints		
Quarter ending 6/2017	No complaints		
Quarter ending 9/2017	No complaints		
Quarter ending 12/2017	No complaints		
Quarter ending 3/2018	No complaints		
Quarter ending 6/2018	No complaints		
Quarter ending 9/2018	No complaints		

	COMPLAINT DESCRIPTION	CAUSE	ACTIONS TAKEN
Quarter ending 12/2018	No complaints		
Quarter ending 3/2019	No complaints		
Quarter ending 6/2019	No complaints		
Quarter ending 9/2019	No complaints		
Quarter ending 12/2019	No complaints		
Quarter ending 3/2020	No complaints		
Quarter ending 6/2020	No complaints		
Quarter ending 9/2020	No complaints		
Quarter ending 12/2020	No complaints		
Quarter ending 3/2021	No complaints		
Quarter ending 6/2021	No complaints		
Quarter ending 9/2021	No complaints		
Quarter ending 12/2021	No complaints		
Quarter ending 3/2022	No complaints		
Quarter ending 6/2022	No complaints		
Quarter ending 9/2022	No complaints		
Quarter ending 12/2022	No complaints		
Quarter ending 3/2023	No complaints		
Quarter ending 6/2023	No complaints		
Quarter ending 9/2023	No complaints		
Quarter ending 12/2023	No complaints		
Quarter ending 3/2024	No complaints		
Quarter ending 6/2024	Anonymous call 3/7/24 at 3:15pm, about a truck pulling out in front of them on Nelson Bay Road out of Janet Parade.	Supposedly the truck pulled out too slow.	It was a private number, and they left no return number, the truck supposedly in question knew nothing about it.
Quarter ending 9/2024	No complaints		
Quarter ending 12/2024	No complaints		
Quarter ending 3/2025	No complaints		
Quarter ending 6/2025	No complaints		
Quarter ending 9/2025	No complaints		
Quarter ending 12/2025	No complaints		