

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	1. Reversing buzzer was turned down 2. The person with the complaint was called and was happy with the response. He was asked to provide feedback if the issue re-occured.
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	1. Driver was spoken to and advised to be mindful of speed while travelling down Janet Parade 2. A new sign will be made to advise truck drivers that neighbours will be monitoring speed along Janet Parade 3. Loader operator to communicate regularly with drivers 4. Operations Manager to monitor Janet Parade usage
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	1. Spoke to driver 2. Ongoing monitoring and education on entering and exiting Redisand
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		