

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">1. Reversing buzzer was turned down2. 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	<ol style="list-style-type: none">1. Driver was spoken to and advised to be mindful of speed while travelling down Janet Parade2. A new sign will be made to advise truck drivers that neighbours will be monitoring speed along Janet Parade3. Loader operator to communicate regularly with drivers4. Operations Manager to monitor Janet Parade usage