

## COMPLAINTS REGISTER



Project Name: Westmead Catholic Community GLA

Project No.: 2677

Reference no.	Date	Time	Mode of Compla	Nature of Complaint	Complaint Comments	Action taken	Status
1	5/02/2025	4:30pm	Email	Dust	<p>CSPD received a complaint from DPIE:</p> <ul style="list-style-type: none"> <li>•Signs of asbestos were on site.</li> <li>•There was dust seen coming from the site.</li> </ul> <p>Giles Bloxham from DPIE requested to inspect site as a follow up action.</p>	<p>Kane provided a formal written response to the DPIE complaint (Aconex reference Kane C-GCOR-001051)</p> <p>Kane facilitated a site inspection by DPIE. No follow up or corrective action noted following the response and the inspection.</p>	Closed
2	18/02/2025	3:28pm	Email	Noise	<p>Complaint received from Darren Naidu (WCC Head of Facilities) in relation to noise.</p> <p>Concerns raised above the level of noise coming from site.</p> <p>Requested further information regarding site activities and noise levels.</p>	<p>Kane responded via Email on 18/2/2025 at 5:44pm detailing site activities and providing data relating to recorded noise levels, as well as mitigation strategies etc. Kane confirmed the site was operating within the noise threshold limits. Ongoing monitoring of noise.</p>	Closed
3	18/02/2025	3:28pm	Email	Utilities	<p>Complaint received from Darren Naidu (WCC Head of Facilities) in relation to excess water usage across the Campus.</p>	<p>Kane responded via Email on 18/2/2025 at 5:44pm detailing site activities and water usage. Water meter since installed, to be monitored and recorded monthly. Client to be reimbursed for usage.</p>	Closed
4	27/02/2025	11:55am	Email	Traffic	<p>Complaint received from Mary Refalo (Catherine McAuley) in relation to a Kane trucks running a red light.</p>	<p>Kane responded via Email on 27/2/2025 at 3:14pm detailing the sequence of events as witness by the Traffic Controller at Gate 2a.</p> <p>Kane confirmed the Trucks did not act in an illegal or negligent manner. However, improvements were noted relating to truck movements, communications upon approach to site, and general driver safety whilst on public roads.</p>	Closed