

Company
Project
Title
Date

Mirvac Projects Pty Ltd
Aspect Industrial Estate
Quarterly Summary Sheet - Complaints Register
21/12/2022

** The complaint Register is updated each time an item is added - The date or time recording indicates the time of the last item being received. (If there are no updates, no new complaints have been received)

Communication Type	Summary of Issues/Details	Category	Status (Open/Closed)	Action Taken	Further Action / Monitoring to Confirm Resolution
Complaint	Dust being received at a neighbouring property, adjoining neighbour has stated they can not open windows and hang clothes.	Environmental	Open	Works ceased locally in the area immediately fronting the land owner. WEM are undertaking an immediate action to source November wind and dust data from BOM and the equipment on site , including photos from the equipment. WEM are now investigating on and off-site possible dust producing activities and critically reviewing the effectiveness of the on-site dust protection measures.	An additional watercart has being sourced and the direction and windspeed of prevailing winds are being very closely monitored. Another set of Dust Deposition Monitors is being sourced to increase data capture at key boundary locations of the estate.
Complaint	Dust being received at a neighbouring property	Environmental	Open	WEM ceased work and directed watercarts in the area fronting the neighbouring property immediately after phone call. Truck movements fronting Mamre Road were stopped.	WEM have increased frequency of monitoring

Summary		
# Complaints	Total	2
	Open	2
	Closed	0
	Noise	0
Categories	Traffic	0
	Visual	0
	Environmental	2