

# Appendix 5

## 2021 Community Complaints Register

(Total No. of pages including blank pages = 6)



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**2021      Community Complaints**

Date	Issue/s	Outcome
<u>January</u> Date: Time: By: How:	Nil	Nil
<u>February</u> Date: Time: By: How:	Nil	Nil
<u>March</u> Date: Time: By: How:	Nil	Nil
<u>April</u> Date: Time: By: How:	Nil	Nil
<u>May</u> Date: Time: By: How:	Nil	Nil
<u>June</u> Date: Time: By: How:	Nil	Nil

## 2021 Community Complaints

<b>July</b> <b>Date:</b> <b>Time:</b> <b>By:</b> <b>How:</b>	Nil	Nil
<b>August</b> <b>Date:</b> <b>Time:</b> <b>By:</b> <b>How:</b>	Nil	Nil
<b>September</b> <b>Date:</b> <b>Time:</b> <b>By:</b> <b>How:</b>	Nil	Nil
<b>October</b> <b>Date:</b> 1st <b>Time:</b> 8:23am <b>By:</b> Jim Heaton <b>How:</b> Phone – Metromix Teralba land line number	<p>At approx 8:05am a Metromix truck passed too close to local resident Jim Heaton as he rode his horse along Wakefield Road. Not long after Jim called the quarry to advise that this was not the first time that Metromix trucks have passed too close to him while he rides his horse along Wakefield and Rhondda Roads. Jim did not wish to provide the truck number in question at this stage however, if the issue happens again he will ride his horse along the middle of the road from Wakefield Road to Rhondda Road and past the quarry entrance. Jim advised that this is approx 5km's and would take him 30mins to complete and he does not care how many people he inconvenience's in process. I apologised to Jim regarding his experience and advised that we will draft a company memo that will be communicated to the transport team and Downer Asphalt. Jim was happy to be contacted via his mobile to be advised when this is done.</p>	<p>Contacted Jim on 14<sup>th</sup> October to advise the memo has been drafted and communicated to the transport department, Downer Asphalt and the Quarry. The memo is on display at the quarry weighbridge and sign in station so all drivers and visitors can view it. Jim did not wish to receive a copy of the memo and advised that he has already noticed a positive change in driver behaviour with trucks slowing down and providing more room when passing him. Jim thanked Metromix for their effort in resolving his complaint.</p>
<b>November</b> <b>Date:</b> <b>Time:</b>	Nil	Nil

**2021      Community Complaints**

<b>By:</b> <b>How:</b>		
<b><u>December</u></b> <b>Date:</b> <b>Time:</b> <b>By:</b> <b>How:</b>	Nil	Nil

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