

No.	Complaint date:	Details of Complaint:	Action to be taken:	Written feedback to be given by: within 7 days	Outcome:	Outcome date:
1	22/11/2017	Workers had Hazmat Suits on and immediate neighbour want to know the reason to wear Hazmat suits as they have staff and customers visting site. Also why they were not notified on Hazardous removal/disposal.	Responded to complainant via phone, and emailed Goodman & Stramit with inforamtion about work that took place. Informed that future works of similar nature will be notified with at least 24hrs notice.	Response within 24hrs	Standard procedure to advise affected neighbours of work events occuring with at least 24hrs notice is now in place. Complainant, Goodman, and Strammit all content with explanation and outcome.	22/11/2017
2	19/03/2018	Complainant was unsure if there was any dust monitoring taking place during ACM removal. Complainant specified that no wetting down of the area occurred during the event. Concerns arose for employee safety while working during the event. Complainant has requested the following to occur during any works along the fenceline: 1. The excavation work is WETTED DOWN AT ALL TIMES 2. When Stramit employees have to come over to the fenced boundary to retrieve product off the racking etc. : a. the excavation work STOPS during this time. i. Stramit worker to make eye contact with excavator driver and acknowledge works are to STOP b. that even with the excavation work STOP, that the excavated area is continually hosed down while our workers are within the vicinity 3. That the FENCE LINE IS CONTINAULYL MONITORED. 4. That the MONTORING RESULTS ARE FORWARD TO STRAMIT the next day as early as possible.	Reassurance email to be sent in response to complainants email.	Response within 24hrs	Contractor responsible for works has agreed to announce during next tool box meeting that complainants conditions are to be met. CWY representative responded to complainant and assured them that air monitoring took place during the event by providing photographs to confirm. Assurance was provided regarding conditons being met during similar future events. Results of air montiring report was provided.	19/03/2018
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