UNIVERSITY OF NEWCASTLE - HONEYSUCKLE CITY CAMPUS DEVELOPMENT - Q BUILDING - COMPLAINTS REGISTER

COMPLAINT	DATE & TIME RECEIVED	METHOD OF RECEIPT	SUMMARY OF MATTER	SUMMARY OF RESPONSE	PROJECT RELATED Y/N	MORE ACTION REQUIRED	STATUS - OPEN/CLOSED	STAKEHOLDER SATISFIED Y/N
Vibration	2 June 2020 3:44PM	Email	Concerns over large excavation and vibratory roller resulting in vibration felt in adjacent residence.	Vibration assessment undertaken noted alignment with the noise and vibration report, whereby vibration can be felt within 100m with no structural concerns unless within 15m. - Further information requested off complainant. - Vibration setting turned off on roller. - Pad foot roller to be used on site ongoing to avoid vibratory use.	Y	N	Closed	Y
Noise	3 August 2020 7:18AM	Email	Noise from site prior to 8am on a Saturday.	It was identified that contractors were working from 7:15am on this specific morning. Contractor to commence works no ealrier than 8am Saturday mornings.	Y	N	Closed	Y
Verge	31 August 2020 2:48PM	Email	Verge pavers not rectified post enabling works.	The University worked closely with the adjacent building manager to rectify verge paver issue that was associated with another project. The building manager was satisfied with the outcome of the additional works.	N	N	Closed	Y
			Complaints register is reviewed and updated monthly as per SSDA requirements. No further complaints have been received.					