

## COMPLAINTS REGISTER 2024

Date	Issue	Details	Response
<b>JANUARY</b>			
<i>No complaints received</i>			
<b>FEBRUARY</b>			
<i>No complaints received</i>			
<b>MARCH</b>			
<i>No complaints received</i>			
<b>APRIL</b>			
<i>No complaints received</i>			
<b>MAY</b>			
30/05/24	Lighting	A complaint was received on 30 May 2024 regarding floodlights over the workshop.	The floodlights were turned off on 1 June 2024 and the complainant was notified.
<b>JUNE</b>			
<i>No complaints received</i>			
<b>JULY</b>			
<i>No complaints received</i>			
<b>AUGUST</b>			
<i>No complaints received</i>			

Date	Issue	Details	Response
<b>SEPTEMBER</b>			
12/09/24	Noise	A complaint was received on regarding a loud 'bang' from the from the Dartbrook workshop	The workshop was inspected to investigate the potential source of the noise. It is understood that the noise was generated from the loading of a general waste bin.
<b>OCTOBER</b>			
14/10/24	Air Quality	A complaint was received on 14 October 2024 regarding increased dust / fume visible from the direction of Ventilation Shaft 1.	The vent shaft was inspected and no issues were identified. Watering of the internal access road from the West Site facilities to the box cut was increased in response to the complaint.
<b>NOVEMBER</b>			
<i>No complaints received</i>			
<b>DECEMBER</b>			