



COMPLAINTS REGISTER

Jan 2015 – Jan 2020



Date	Time	Reason	Description of Complaint	Action Taken
04/08/15	18:09	Rocklow Creek visually dirty	Community complaint forwarded from the EPA to Boral from a member of the public regarding Rocklow creek being visually dirty.	Water quality was analysed with results provided to the EPA.
07/09/16	14:00	Western Tributary visually dirty	Community complaint forwarded from the EPA to Boral from members of the public as a downstream creek was visually dirty.	Environmental coordinator performed an on-site inspection with EPA officer of the Stage 3 work and re-aligned channel. Water quality measurements of downstream tributaries were undertaken and results provided to the EPA. Additional sediment controls were installed.
09/07/19	13:46	Dust/Mud Tracking on highway	Danny Benedetti from RMS rang regarding concerns about dust tracking on the exit ramp from Tabbitta Rd onto the Princes Motorway northbound. He requested that Boral expand the street sweeping service currently undertaken on Friday for the northbound on ramp.	Street sweeping for the northbound on ramp will be expanded to two days per week (Tuesday and Friday). Street sweeper services will continue to operate within Tabbitta Rd and weighbridge area Monday to Friday.

*Note: All complaints, with associated corrective actions and responsibilities, need to be entered into the Boral Safety Information Management System (SIMS).