CONCORD HOSPITAL REDEVELOPMENT

Authority/Complaints Register

No.	Complaint Type	Date	Time	Method Raised	Complainant	Location	RP Rep	Issues Raised	Remedial Action	Validation of the remedial action	Close out Date
1	Traffic Management	14/05/2019		Aconex	Client	Boronia St	MM	Trucks not adhering to Traffic Management Plan	Discussed at prestart meeting	RP Prestart 15.05.2019	15.05.2019
2	Fumes	29/05/2019		email	Client	Atrium	DT	Exhaust fumes in atrium	boarded up air intake louvres	Photo and ongoing HSE Inspections	20.12.2020
3	Swearing	31/05/2019		Aconex	Client	Stage 1 sheds	MM	Use of profanity near worker compound	Prestart communication for Monday 03.06.19	RP Prestart 03.06.2019	03.06.2019
4	Unscheduled noise	14/06/2019		Aconex	Client	Atrium	MM	Noise in the atrium (jackhammering rather than use of pulveriser)	Jackhammering was stopped, alternative quieter method carried out as per the approved methodology	Aconex Johnst-Connotice-000006	15.06.2019
5	Traffic Management	4/07/2019		Aconex	Client	Site	MM	Contractor Parking on site	Car removed from site	RP Toolbox talk - site wide	22.07.2019
6	Traffic Management	19/07/2019		Aconex	Client	Boronia St	MM	truck queuing at Boronia St at 6.45am trucks waiting in childcare pickup/drop off area	Discussed at Toolbox Talk 22/7/19	RP Toolbox talk - site wide	
7	Isolating Valves	31/07/2019		Aconex	Client	Hospital grounds	MM	No services isolation to happen on site without written approval from Hospital.	Toolbox carried out with all Subcontractors	RP Toolbox talk - site wide	05.08.2019
8	Traffic Management / Dust Generation	2/08/2019		Aconex	Client	campus roads	MM	two events of trucks driving in opposing directions with up to 3 entering the site at a time. Trucks to enter site in a staged way to prevent trucks passing each other or traffic controllers holding up traffic to wait for other trucks Dust/dirt generation from trucks using Gate 3 exit	5/8/19 Toolbox carried out with all Subcontractors	RP Toolbox talk - site wide	05.08.2019
9	Unscheduled noise	10.09.2019	06.00am-07.00am	Aconex	Client	Hospital grounds	MM	Non-approved out of hours works (OOHW) took place with Tower crane 1 installation on Tuesday 10.09.2019.	Health Infrastructure, Johnstaff and Roberts Pizzarotti meeting to discuss the noise breach.	RP have communicated via the Contractor Meeting and a site toolbox talk.	12.09.2019
10	LHD Construction Vehicle Traffic	20.09.2019	2.00pm	Aconex	Client	campus roads	MM	Blind spots on campus road, traffic management exiting construction site gates and pedestrians walking along campus roads.	Traffic consultant attended site (30.09.19), 3 full-time traffic controllers on site during construction hours.	Aconex ROBPIZ-GCOR-004099	01.10.2019
11	LHD Construction Vehicle Traffic	26.09.2019	07.00am	Aconex	Client	campus roads	MM	Traffic management with heavy construction vehicle	Traffic consultant attended site (30.09.19), 3 full-time traffic controllers on site during construction hours.	Aconex ROBPIZ-GCOR-004099	20.12.2020
12	Traffic Management	03.10.2019	07.15pm	Aconex	Client	Boronia St	MM	Delivery of plant on residental street outside of approved hours. This is contrary to the approved TCP regarding vehicle travel paths and hours of work.	•RP have raised the importance of the agreed CTMP to all site workers during their pre-start briefing this morning •RP have notified all supervisors and project managers regarding the importance of the agreed CTMP again via aconex today •RP have also engaged TTW to undertake a review of the potential for additional construction traffic signage along & around Boronia Street during our site activities; as soon as we have this proposal we will forward this onto you for your review •RP will monitor construction traffic at various stages to check that the message above is getting through to all our subcontractors	Aconex ROBPIZ-GCOR-004215	04.10.2019
13	Traffic Management	15.01.2020	12.50pm	Phone Call	Client	Boronia St	MM	Concrete delivery vehicles were not using the heavy vehicle path and instead drove down a residential st (Boronia St.)	*RP site Manager met with a Canada Bay Council representative to discuss the heavy vehicle pathways. *Concrete supply contractor instructed delivery drivers via delivery note on delivery route.	Contractor meeting minutes	16.01.2020
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