



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	Ongoing
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