

PROJECT COMPLAINTS

RISK LEVELS		
HIGH	MEDIUM	LOW
National publicity. Probable legal action / industrial action affecting productivity.	Local publicity. Legal action / industrial action possible. Limited impact to productivity.	Isolated complaint. No legal or industrial concerns. No impact to productivity.
IMMEDIATE action required	Action < 48 hours	Action as agreed

PROJECT NAME	Bowral & District Hospital Redevelopment	Site Manager	Mark	S&E ADVISER / HSR	Matthew
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PROJECT NAME	Bowral & District Hospital Redevelopment					Redevelopment manager	Stephen			Reported to: CI	Andrew		
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DATE RECEIVED	REF. No	COMPLAINT TYPE					COMPLAINANT				RISK LEVEL			ACTIVITY DATES				COMMENTS
		Safety	Env	Comm unity	Leg / DA Breach	Other (describe)	Regulatory Authority	Centre, Facility Mgt	Client	Public	Worker	H	M	L	Actioned	Reviewed	Closed	Attached to Site Report
16/9/2019	002			Yes		Phone call/message left with no return number from a local resident - concern raised about trucks and large vehicles parking around the driveway of this complex and resident finding it difficult to exit driveway safely in both directions.				Yes			X	X				Capital Insight and ADCO notified immediately and an email sent to the complex's management service in the hope of getting contact details for complainant, nil response to date 19/9/19.
10/10/2019	003			Yes		Hospital staff complaint regarding large amount of cigarettes littering the front path and building fencing on Bowral St in direct community view and not appropriate for healthcare facility.		Hospital staff					X	X	X	X		Capital insight and ADCO notified for their immediate action. Following discussions with Capital Insight and ADCO, ADCO have implemented a cleaning regime and will remind workers in the pre-starts.
1/11/2019	004			Yes		Email complaint regarding construction workers standing outside the site blocking the public footpath.				Yes			X	X	X	X		Capital Insight has raised the issue with ADCO who will toolbox their workers to ensure public access is not blocked.
5/12/2019	005			Yes		Hospital staff complaint regarding noise from radios on southern side of site.		Hospital staff					X	X	X	X		Capital Insight has raised the issue with ADCO who will toolbox their workers to ensure noise from the site is kept to a minimum. The offending radios were turned off once alerted to the issue on site.
6/2/2020	006			Yes		Hospital staff complaint regarding parking spaces being taken up by the works, along with inappropriate remarks being made between complainant and externally hired traffic management.		Hospital staff					X	X	X	X		Issue raised directly with Capital Insight. ADCO subsequently raised complaint with subcontractor who has directed the externally hired traffic management personnel not to return to site. ADCO is reminding its project team and workers on their obligations relating to parking and interaction with members of the public/hospital staff. ADCO is also reviewing its plans and induction material around parking. The hospital administration has also spoken to its' staff regarding appropriate interaction and respect for external contractors as they would with any member of the public.
20/02/2020	007			Yes		Hospital staff complaint regarding language being used on site, overhead by staff outside the site.		Hospital staff					X	X	X	X		Capital Insight has raised the issue with ADCO who will toolbox their workers to ensure appropriate language is used on site.
24/03/2020	008			Yes		Public complaint regarding workers congregating at Glebe Park (Bowral St) who were smoking and then discarding cigarette butts on the ground and not into public bins located throughout the park. Worker/s made inappropriate remarks when the littering was pointed out by the member of the public.				Yes			X	X	X	X		Capital Insight has raised the issue with ADCO. A toolbox talk to the subcontractor supervisors has been held. Smokers not disposing of their cigarette butts in the appropriate bins or communicating in a non-appropriate manner with the public will be removed from the project. ADCO to continue monitoring.
24/03/2020	009			Yes		Public complaint to the hospital regarding hygiene/social distancing by construction workers, and potential impacts on the community, and requested message be reinforced to workers.				Yes			X	X	X	X		ADCO have reinforced the social distancing measures across the project and with workers. Measures have been implemented across meetings, on site itself, increased hygiene and sanitation stations, increased cleaning regimes, improved communication and signage around safety measures and increased vigilance by ADCO to monitor this during the works.
09/07/2020	010			Yes		Public complaint regarding workers congregating when on smoking breaks/meal breaks in large groups at Glebe Park (Bowral St..				Yes			X	X	X	X		Capital Insight has raised the issue with ADCO. ADCO have conducted a toolbox talk the next day around the complaint and social distancing requirements.

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		Safety	Env	Community	Leg / DA Breach	Other (describe)	Regulatory Authority	Centre, Facility Mgt	Client	Public	Worker	H	M	L	Actioned	Reviewed	Closed	Attached to Site Report
20/07/2020				Yes		Hospital staff complaint regarding a door being blown due to the wind that needs to be secured. There was also a query regarding noise generated by wind blowing against some material from the site (described as metal being blown around).		Hospital staff					X	X	X	X		ADCO have reviewed the site and are securing any open doors. The noise generated from wind blowing against metal is in relation to a fire stair louvre blanking plate wobbling in the wind, that is in the process of being constructed as per normal scope of works. Once complete the wobbling and noise will not occur.
28/07/2020				Yes		Complaint from staff member around car parking spaces on Jude St being taken up by the workers.		Hospital staff					X	X	X	X		ADCO has undertaken a toolbox session with workers to remind them nominated parking locations.
8/10/2020				Yes		Hospital staff complaint regarding noise generated by wind blowing against some material from the site (described as metal being blown around, similar to a previous complaint).		Hospital staff					X	X	X	X		ADCO have reviewed the site. The noise generated from wind blowing against metal is in relation to a fire stair louvre blanking plate wobbling in the wind, that is in the process of being constructed as per normal scope of works. Once complete the wobbling and noise will not occur – to be completed week ending 11 October 2020.
25/10/2020				Yes		Hospital staff complaint regarding multiple nails/screws/rivets found along the existing hospital ambulance ramp.		Hospital staff					X	X	X	X		ADCO have reviewed the worksite to ensure no further building materials have been left. Inspections of work areas/interface areas to continue to avoid and mitigate this occurring again.
30/10/2020				Yes		Hospital staff complaint regarding shadecloth lifting in the wind (left unsecured at base due to wind risk) and impacting pedestrians.		Hospital staff					X	X	X	X		ADCO have reviewed the affected area and removed the shadecloth causing the impact to pedestrians.