**Calga Quarry Complaints Register**

March 2018

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| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Date** | **Time** | **Mode of Complaint** | **Nature of Complaint** | **Complaint Comments** | **Action Taken** |
| 1 | 12.03.2018 | 8:29am | Email | Noise Complaint - Transport movements on Peats Ridge Rd, not directly from Calga Quarry | Local resident complaint – Tow truck contractor was in the process of transporting a broken down Hanson tipper. The tow truck driver had parked outside a residence during the early hours of the morning with the engine & safety beacon active. The tow truck operator had parked in this location after considering the safety of other motorway users. | Hanson transport informed of incident. Transport manager has contacted the tow truck contractor & instructed them to avoid parking outside private homes when safe to do so. Controls have been implemented to minimise any future disruptions. Local resident notified of findings. |
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To lodge a complaint, contact the Calga office on (02) 4375 1151