



# COMPLAINTS REGISTER

May 2015 – May 2019



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.

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