



Coffs Harbour Health Campus Expansion



COMPLAINTS REGISTER

As at February 2020

As a condition of State Significant Development approval SSD-8981 the Coffs Harbour Health Campus Expansion is required to keep a record of all complaints received on the project.

This Complaints Register is to be updated monthly and made publicly available on the project website <https://mncld.health.nsw.gov.au/hospitals/mncld-major-capital-works/>

For more information on our complaints resolution process, please refer to the project Community Communication Strategy, available on the website.

Complaints Register

Reporting period: February 2020

Complaints

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
28/02/2020	28/02/2020	Phone call	Staff at hospital call center complained of the noise level following demo works by the hospital main entry		<p>Demo works were reprogramed around the work hours of the call center staff.</p> <p>Number of demo machines were reduced from three down to one.</p>	Resolved	