



Coffs Harbour Health Campus Expansion



COMPLAINTS REGISTER

As at March 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: March 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
19/03/2020	19/03/2020	Email	Cath Lab staff complained of the noise level following demo works by the hospital main entry		Demo works were immediately stopped and reprogrammed around the work hours of the Cath Lab.	Resolved	
05/03/2020	05/03/2020	Email	A traffic controller was reported by hospital staff to be verbally abusive when hospital staff		Following investigation into the abusive traffic controller, An urgent meeting with the management of the traffic controllers subcontractor was arranged. Traffic controller concerned received a final warning. An apology letter was issued by the management of the traffic control subcontractor.	Resolved	