



Coffs Harbour Health Campus Expansion



COMPLAINTS REGISTER

As at November 2019

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: November 2019

Complaints

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
11/11/2019	11/11/2019	Email	A contractor exiting the site was reported by Car Park personnel to be verbally abusive, when their request to exit the site for free was not provided.		Following investigation into the abusive driver the responsible person has been excluded from our site access system and will not return to this project.	Resolved	