

Project Feedback & Complaints Register

Kendall Bay Sediments Remediation Project



Unique Identifier	Date (time)	Method (phone/email)	Personal Details	Nature (Category)	Details and Actions	Status
SEPTEMBER 2019						
No complaints were received for the month of September 2019.						
OCTOBER 2019						
No complaints were received for the month of October 2019.						
NOVEMBER 2019						
No complaints were received for the month of November 2019.						
DECEMBER 2019						
No complaints were received for the month of December 2019.						
JANUARY 2020						
01202001	24/01/2020 11:40am	Phone	Withheld due to privacy	Noise	Resident works from home and said the noise from sheet pile removal in the South of Kendall Bay was making it hard to work today, as the noise was surging. Community Liaison Manager apologised and explained the works were required to remove trial sheet piles and this was almost complete (completed that day). An investigation was triggered, and noise monitoring undertaken the same day. Jemena emailed Resident to follow up at 3.31pm and agreed to provide regular updates on noisy works to resident.	Closed.
01202002	30/01/2020 9:30am	Phone	Withheld due to privacy	Noise	Resident advised that work barges at the Staging Site Wharf @ 140 Tennyson Rd Mortlake were creating noise during the night (likely from wave action moving the barges). Community Liaison Manager called at 10.30am – and left detailed VM to apologise and triggered investigation. Additional fenders were installed immediately and the Resident advised, again by email at 11.38am and asked for feedback should any noise continue. Resident confirmed via email the following day that no further noise was evident, and thanked the team for their actions.	Closed.

Rev No	Date	Description of changes	Author
0	14 Aug 2019	Original	BFS
1	11 Dec 2019	Update details	BFS

FEBRUARY 2020

No complaints were received for the month of February 2020.

MARCH 2020

03202001	11/03/2020 2.49pm	Email	Withheld due to privacy	Odour	<p>Resident emailed noting odour and expressing concerns regarding its potential effects. Resident requested immediate response.</p> <p>Jemena called the resident at 4.49pm and arranged to meet the following day, 12/03 at 2.15pm to take readings at the Residents property and to explain the ongoing Monitoring regime. Jemena explained whilst the odour is unpleasant there is no impact to human health (as supported by independent specialist studies and ongoing monitoring).</p> <p>The meeting was conducted and the readings at the property were reported at zero (0.000 part per million). The resident remained unsure of monitoring criteria, therefore, as a follow up to the meeting, the Human Health Risk Assessment (HHRA) and Air Quality Assessments were sent to the resident that evening for their review as agreed.</p> <p>Jemena further sent the resident a written confirmation from the Author of the HHRA to confirm the Assessment included pregnant women/sensitive receptors.</p>	Closed.
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APRIL 2020

04202001	01/04/2020 8.16am	Email	Withheld due to privacy	COVID19	<p>Resident emailed to express concerns that the Project is not an essential service, and alleging that team members were not social distancing at the front gate.</p> <p>Jemena responded at 12.52pm on 01/04/2020 detailing the strict COVID19 protocols and measures implemented on the Project and offered to discuss further over the phone.</p> <p>Jemena followed up with a phone call at 3.30pm on 01/04/2020 to clarify details and assure resident that protocols were in place and that a thorough review would take place the following morning.</p> <p>Jemena followed up again with resident on 03/04/2020 to seek feedback and the resident stated that she was comfortable with the protocols she had seen, and noted that viewing from the foreshore/land provides a different 'perspective' which may appear that social distancing is not being upheld.</p>	Closed.
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MAY 2020

No complaints were received in May 2020.

JUNE 2020

No complaints were received in June 2020

JULY 2020

No complaints were received in July 2020

AUGUST 2020

No complaints were received in August 2020

SEPTEMBER 2020

No complaints were received in September 2020

OCTOBER 2020

No complaints were received between 1 and 8 October 2020

Remediation in Kendall Bay Completed 30 September 2020

Demobilisation Completed 8 October 2020