COMPLAINTS REGISTER

DATE RECEIVED	SITE	AREA	COMPLAINT	ACTION TAKEN	PROCEDURE UPDATED		PERSON RESPONSIBLE	COMPLETE
					YES	N/A		
7/Jan/2022	Stanley Road	Gatehouse	Phone call received by Taryn York from Ian Coughlan (0427 285 436). He paid cash for a load of demolition rubble that was bought in with vehicle BY90586 (docket number 60145753). He disputed transaction at the time but paid to Mandy F. He later called saying he would like to issue a complaint. He advised that there was no way he bought in that amount of rubble and he quoted the old lady who he did the job for no more than $15.	Taryn advised that she would check the video footage to ensure that no other vehicles were on the weighbridge at the time and get back to him. Security camera footage checked - no other person on the weighbridge.			Taryn	Complete
10/Jan/2022	Stanley Road	Transfer Station	Phone call received by Taryn York from Raegan Demeza (0439 553 897). She purchased 2 scoops of mulch on the morning of Sunday, 9th January 2022. She got the trailer load home and went to utilise on her gardens. On inspection of the mulch and on sifting through she discovered that it was largely contaminated. She advised that her and her partner both cut themselves on glass pieces. She requested if she was able to have her money back for the purchase.	Taryn advised Peter Keane. Immediately rang the weighbridge to advise no further selling of any mulch until the contamination is looked at. Mandy Farr put a note on the monitor to advise. Peter to investigate where the mulch was collected from. Taryn contacted the client as per Peter Keane's instructions and advised that we will issue her with a full credit for her purchase. Taryn emailed the weighbridge, printed the docket. She will collect on her next visit to the SRWMF.		N/A	Taryn/Peter	Complete
10/Jan/2022	Stanley Road	Transfer Station	Amanda Farr received a phone call on Monday, 10th January from Adam (0427 937 552) advising of a near miss incident that occurred in the transfer station on Sunday, 9th January. He requested the safety officer return his call.	Peter called Monday (10.01.2022) afternoon. Adam explained his course of events, he was concerned about the lack of signage and was concerned about portential incidents. Taryn printed out the Traffic Control - Transfer Station Procedure to circulate to all transfer station staff.		N/A	Taryn/Peter	Complete
18/Jan/2022	Stanley Road	Transfer Station	Taryn received a phone call from Courtney Grant on 18th January 2022. She advised that she came to Stanley Road Waste Management Facility on Sunday, 16th January. She was deposing of general waste. On leaving the site, she noticed that she had a nail in her tyre. Her tyre was not repairable and had to purchase a new 4WD tyre. She advised that her trip to the tip ended up costing her $250 and was not happy.	Taryn advised Peter Keane and Jack Stidworthy. Jack to speak to all staff about keeping the transfer station tidy and free of anything that may damage any vehicles.		N/A	Taryn/Peter	Complete
7/May/2022	Banksia Road	Compost Facility	Again this afternoon we are getting awful stench from the waste facility site. We had it badly yesterday and have had it frequently over the last couple of weeks. We were lied to by DWER last year who told us this composting facility would be moving LAST SEPTEMBER. I am absolutely disgusted that we are still enduring this air pollution issue. Why are we paying rates to a council that is not in any way doing what is needed to stop the degradation of an area that was once a beautiful pristine countryside.DWER is just another useless group of lazy, ineffective and uncommitted government workers. Unless of course, they are actually wanting to destroy the environment and waters.Paige Szabadics via Dardanup Shire EHO Neil Nicholson	Christine has emailed Stephen Checker to see if Pollution Watch respond before BHRC respond.		N/A	Peter/Christine	Complete/Staff to monitor an record any abnormalities immediatley
26/Jun/2022	Stanley Road	Weigh Bridge/Transfer Station	I (Corey) had an angry customer well I receive heaps every day but this man is going to take it further. He didn't want to pay for his mattress but dumped it anyway. Gordon asked him politely and he told Gordon to do the right thing and look the other way.I stopped the man on the way out, requested payment and told the man dumping without paying is Illegal dumping and would have to be reported as it is my job. The gentleman paid the $30 fee.He rang an hour later requesting my name Jacks name and Peters name. He was giving the Admin Email he will be in contact Monday concerning what's in print on the tip pass and he has requested to be present at the next meeting.Having much cheaper price advertised on the tip pass than the actual price does cause us front gate staff continuous unavoidable abuse unfortunately.	Staff have all been through scenarios regarding the rejected waste register and hopw to respond to customers in this situation. Any customers who do not wish pay the fee are offered alterantive disposal options at neighbouring facilities. Fees are reflective on the cost the facility is charged.		N/A	ALL	Complete
6/Jul/2022	Banksia Road		Hello Michelle,We received the complaint below about a strong odour on the morning of Saturday 2nd July 2022.The complainant lives at 10 Rosevale Close in Dardanup.I asked her if she thought the odour was sewage given she lives very close to the Dardanup townsite sewage pump station.She said it didn't smell like sewage. Instead she co only identify it as a putrid smell.While she is the only person who made a formal complaint to the Shire, she indicated there were at least another 11 to 12 residents who made a comment on the local Dardanup residents Facebook page.Are you about to confirm if the odour may have come from the BHRC organics/FOGO facility on Banksia Rd?I will also email Cleanaway to see if they might have had anything going on their side.	Christine has emailed Jai at Banksia Rd to seek information on weather conditions and works that were being undertaken at time of complaint.		N/A	JP/CS/PK	