



42 RAYMOND AVENUE, MATRAVILLE

COMMUNITY CONSULTATION AND COMPLAINTS HANDLING PLAN

For inclusion in the Construction Environmental Management Plan (CEMP)

1. EXECUTIVE SUMMARY

Urbis has been appointed by Vaughan Constructions (on behalf of Hale Capital) to prepare a Community Consultation and Complaints Handling procedure (procedure) for inclusion in the Construction Environmental Management Plan (CEMP).

This procedure has been prepared in line with the consent conditions C3.g. as part of the Development Consent for SSD 1552370.

CONSTRUCTION ENVIRONMENTAL MANAGEMENT PLAN

C3. As part of the CEMP required under condition C2 of this consent, the Applicant must include the following:

(g) Community Consultation and Complaints Handling.

The following procedure will cover consultation and complaints handling throughout the duration of construction of the proposed multi-level industrial development at 42 Raymond Avenue, Matraville (the site).

Once construction is complete, this procedure will be updated to include an Operational Complaints Handling Protocol in line with consent condition C5.

2. COMMUNITY CONSULTATION – PROCEDURES AND MECHANISMS

Information about the project will be provided to residents in line with the requirements of Development Consent Condition C3 and C14 through the communication activities outlined in the table below.

Table 1 Consultation procedures and mechanism

Activity	Description	Stakeholder	Timing
Establishment project website, phone number and email	<p>Project contact details will be provided on all community notifications.</p> <p>The project website will include project details, construction related management documents, construction updates, and enquiry contact details.</p> <p>See Section Table 2 Contact point for construction .</p> <p>Process for responding is outlined in Section 3.1 (Table 3).</p>	Surrounding community	<p>Information will be available online no less than 48 hours before construction.</p> <p>Ongoing enquiry management / complaints handling will be managed ongoingly.</p> <p>A complaints register will be established and updates regularly (at least quarterly)</p>

Activity	Description	Stakeholder	Timing
Access to Information	In accordance with Development Consent Condition C14, at least 48 hours before the commencement of construction for the life of the development (or such other time as agreed by the Planning Secretary), information, and documents (as they are obtained or approved) will be made publicly available on the website.	Stakeholders and the surrounding community	No less than 48 hours before construction. Information available online on Vaughan Construction's website. Available information will be updated as frequently as required.
Community notifications (Impact of construction activities on adjacent commercial receivers)	<p>Notifications detailing work activities, dates and hours, impacts and mitigation measures will be delivered to the community.</p> <p>Notification of impactful construction activities would include:</p> <ul style="list-style-type: none"> ▪ Schedule out of hours work (night works) ▪ High noise generating work ▪ Vibration intensive activities or potential traffic disruptions, visual impacts ▪ Impacts of construction activities in relation to dust and human health at sensitive receptors. 	Community surrounding the site	Notification should be a minimum of 7 calendar days prior to the start of works.

3. COMPLAINTS HANDLING

As outlined in Table below, a phone number and email will be established and maintained for construction of the project.

Table 2 Contact point for construction

Channel	Details
Point of contact	<p>Patrick Timbs</p> <p>Senior Project Manager</p> <p>Vaughan Constructions</p>

Channel	Details
Mailing address	9A Commercial Road Kingsgrove, NSW 2208
Phone number	0400 580785
Email	patrick.timbs@vaughans.com.au
Website	Vaughans.com.au

All construction-related enquiries, complaints and enquiries will be recorded in a Complaints Register. Refer to Section 2.2 for the details regarding the complaints, issues and disputes resolution process.

The Complaints Register will be updated regularly as related enquiries, complaints and enquiries are received. All feedback and enquiries during construction will be answered in accordance with the timeframes below.

Table 3 Response times – for construction related enquiries

Channel	Response time
Email	One business day (if contact is made outside of businesses hours, a response will be provided on the next business day)
In-person contact	Same day (if contact is made outside of businesses hours, a response will be provided on the next business day)
Site phone line	Thirty minutes - during business hours (if contact is made outside of businesses hours, a response will be provided on the next business day)
Website contact	Three business days (if contact is made outside of businesses hours, a response will be provided on the next business day)

3.1. ISSUES RESOLUTION AND MEDIATION OF DISPUTES

Robust and timely enquiry and complaints management is integral to building and maintaining trust in the community. The Vaughan Construction can build and maintain good will within the community through careful management of enquiries and complaints throughout all phases of the Project. The below diagram outlines the enquiry and complaints management process.

This plan provides a procedure for issues resolution and the mediation of disputes, targeting resolution within seven days from the date the issue was first raised.

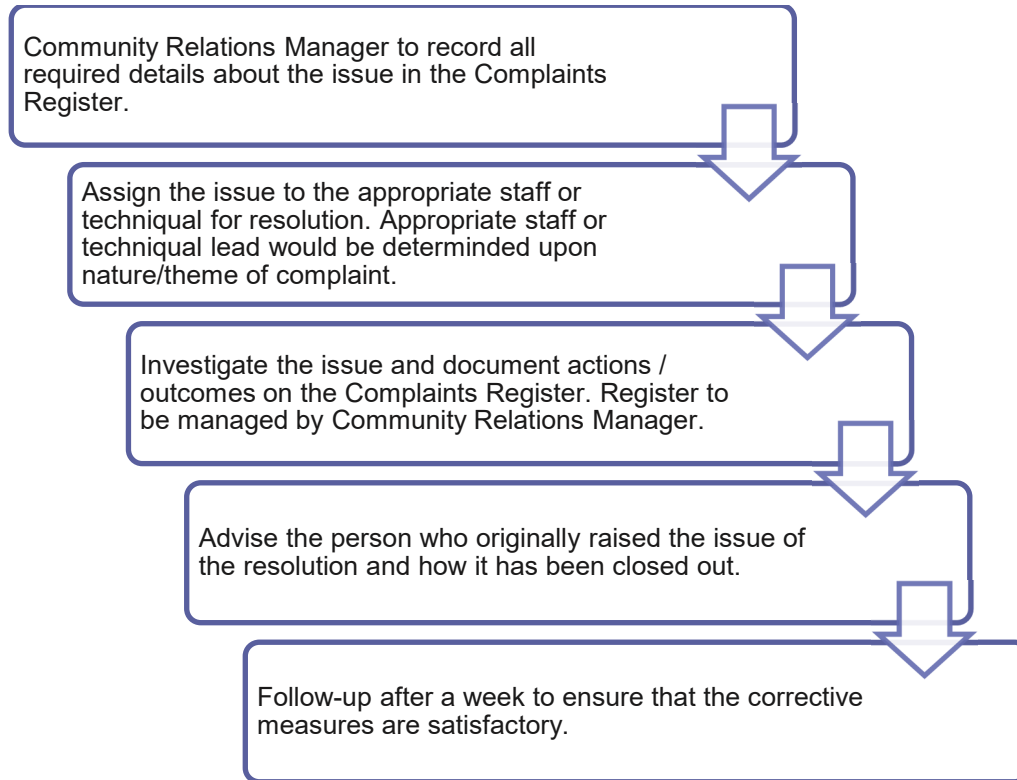
This mechanism allows for the identification and implementation of corrective measures in response to issues raised by the community, to minimise the likelihood of recurrence. All complaints will be recorded in a Complaints Register.

The following process will be implemented during construction. Complaints, issues, and disputes that may require the implementation of this process if a reoccurring or unavoidable complaint is received.

Nature/ theme of concerns may include, but are not limited to the following:

- Noise and traffic during construction
- Disruption to traffic flows on the local street system
- Out of hours of work
- Perceived property damage due to dust
- Day-to-day operational impacts to other businesses as a result of construction work on site.

Figure 1 Complaints, issues, and disputes resolution process



3.2. ROLE OF INDEPENDENT MEDIATION

In some circumstances, a complaint may be referred for independent mediation. The role of independent mediation is to assist in facilitating communication between conflicting parties to reach a voluntary mutually agreeable outcome to a dispute. Independent mediation is to mediate and not arbitrate. A mediator actively encourages and facilitates discussion toward an outcome but cannot order or decide an outcome.

Issues and complaint escalation to independent mediation would be at the recommendation of the Community Relations Manager following a thorough review of the complaint information in consideration of the project planning and assessment process. Generally, complaints that would require change to the approved project scope of works would not be referred for mediation and a complaint would only be referred for mediation once.

The actions of the independent mediator would depend on the type of issue. However, the process may include the following general steps:

- Establishing expectations upon the expected behaviour and involvement of all parties
- Meet with the complainant and project team to understand concerns and suggest methods as appropriate to resolve and/or work through issues
- Seek involvement of various internal and external subject matter experts
- Provide recommendations or next steps that clearly reflect input from all parties.

Any independent mediator would hold suitable qualifications and have experience in mediating disputes of a similar nature. In instances where a complainant remains unsatisfied, DPE will be advised.