



**APPENDIX 13**

**Complaints Register Form**

DIXON SAND (PENRITH) PTY LIMITED  
**COMPLAINTS REGISTER FORM**

All complaints or comments received from the public to be recorded on a copy of this form. The Environmental Officer must be advised of the complaint immediately.

Corrective actions are to be identified and followed-up within one week of expiry of the stated timeframe.

Call Received: (Time/date)	
Method of complaint:	
Nature of complaint:	
Weather conditions at time relating to complaint (wind/rain?):	
Name/address/ contact no. of caller: (If complainant will not provide details, provide a note to that effect)	
Call taken by:	
Section to be completed by Site Supervisor:	
Recommended Action: (If no action is to be taken, provide reason why)	
Implementation required by (date):	
Complainant to be contacted on (date if required):	
Action completed: Signed/date (Site Supervisor)	