

Noise Complaint Management Procedure (NCMP)
Template Only

This Noise Complaints Management Procedure relates to:

Property Details <small>(Operator to complete)</small>	
Approval Number	
Property Address	54 ROME STREET, NEWTOWN, 4350, QLD
Lot & Plan Number	LOT 6+7, RP 16980

Contact Person for lodging complaints* <small>(Operator to complete)</small>			
Name	MICK BLYTH - Toowoomba Holiday Rentals		
Postal Address			
Suburb	State	Postcode	
Email Address	info@toowoombaholidayrentals.com.au		
Phone Number	+61 0484009608		

*Details of the contact person above must be provided to all adjoining landowners

Steps to be taken following a noise complaint:

- As soon as possible and within 24 hours of a complaint being received, the operator will contact the person making the complaint, i.e. the Complainant;
- When a complaint is received, it will be entered into a Complaints Register with the following details:
 - Date and time of the matter of complaint;
 - Nature of the complaint;
 - Complainant's name, address, phone number and email address;
- The complaint will be investigated as soon as possible and within 24 hours of the complaint being made;
- Reasonable effort will be made to correct the complaint as soon as practicable;
- The result of the investigation and any corrective action will be recorded in the Complaints Register;
- The Complainant will be advised in writing of the result of the investigation and any corrective action taken by the operator.
- The operator will provide a copy of the complaints register to Council if and when requested.

TOOWOOMBA REGIONAL COUNCIL

APPROVED DOCUMENT

referred to in Council's Decision Notice dated

22 April 2026

This plan is subject to conditions of Approval Number

MCUI/2026/594



Assessment Manager

Date and time of matter of complaint		Nature of complaint		Complainants contact details				Investigation results including corrective actions	Advised Complainant?
Date	Time			Name	Address	Phone	Email		

The information contained in this sheet is a guide only.