

APPENDIX C

Acoustic Complaints Management Plan

Prepared by:

Property Projects Australia Pty Ltd

Address:	12 Chamberlain Street, North Toowoomba
Noise Complaints Contact:	Brady Wieseman
Noise Complaints Contact Number:	0436 437 275
Noise Complaint Procedure:	Initial Contact - In the instance of a noise complaint, the complainant should reach out to the Noise Complaints Contact via the dedicated Noise Complaints Contact Number. Detailed Voice Message - The complainant is encouraged to leave a detailed, recorded voice message containing the following information: - Date and time of the noise event. - Nature of the noise complaint. - Explanation of why the complainant finds the noise unreasonable and/or intrusive. - Contact details including the complainants name, address, phone number and email address. Investigation - Upon receiving a complaint, the Noise Complaints Contact commits to initiating an investigation within 24 hours or within a timeframe mutually agreed upon with the complainant. Complaints Register - All details of the complaint and the results of the subsequent investigation are recorded in

	a Complaints Register. This register ensures transparency and accountability in the resolution process. Communication of Results - Following the investigation, all reasonable efforts are made to communicate the results to the complainant promptly. This communication may occur in person, in writing, or electronically (via email, text message, etc.).
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