

Noise Complaint Management Procedure (NCMP)

This Noise Complaints Management Procedure relates to:

Property Details (Operator to complete)

Approval Number	MCUI/2021/3730
Property Address	228 A CAMPBELL ST. NEWTOWN Q.
Lot & Plan Number	LOT 1 ON RP. 74665 PARISH OF DRAYTON

Contact Person (Operator to complete)

WAYNE ADAMS 0417 709936 MCGRATH REAL ESTATE.			
Postal Address	P.O. Box 53		
Suburb	Toowoomba	State	QLD
		Postcode	4350

Steps to be taken following a noise complaint:

- 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 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

12 October 2021

This plan is subject to conditions of Approval Number

MCUI/2021/3730



Assessment Manager