

Westgate Civil Works Complaints Register

Revision Date:
6 Jul 2026

Date	Issue Raised	From	Notes	Action	Status
19/11/2025	Neighbours	DPHI Compliance Officer - Gabriel Peters Shaw	Call to advise sensitive neighbour to the rear at 930-966 Mamre Road and requirement to be considerate.	RPI phoned neighbour to explain the staging of the civil works. Neighbour raised concerns of dust and noise. Explained that Lot 2 works will not be undertaken other than sediment basin, neighbour was less concerned about our works. Icon and Simmons to meet neighbour on 27/11/25	Closed
28/11/2025	Neighbours	253-267 Aldington Road, Kemps Creek	Call and text from neighbour to advise dust from the site was entering their property. Neighbour requested details of the PCA for the project.	Simmons were notified ASAP and the following actions were undertaken: - Alerted site team and increased frequency of watercart dust suppression - Undertaken a toolbox talk on site today, 2/12/25 - Confirmed dust management measures are in accordance with the CAQMP BRS were notified of the above actions on 2/12/25	Closed
8/04/2026	Neighbours	253-267 Aldington Road, Kemps Creek	Neighbour raised the complaint with DPHI advising dust generated from Westgate	A meeting with the neighbour, DPHI and Simmons was held on 9/04/2026 at the neighbours property. Following the meeting, DPHI issued an RFI 17/04/2026 for the civil contractor to provide a response on. DPHI did not raise any items of concern with the construction of the civil works on site. This RFI is currently open as further discussions with DPHI on the responses is ongoing.	Closed
25/05/2026	Neighbours	253-267 Aldington Road, Kemps Creek	Neighbour raised the complaint with DPHI advising mud along Aldington Road after period of rainfall on 23/05/2026	A response was issued to DPHI on 26/05/26 to advise that the complaint was not related to Westgate and should be directed towards the Aldington Road Upgrade Works. DPHI was satisfied with the response and no further action was required.	Closed